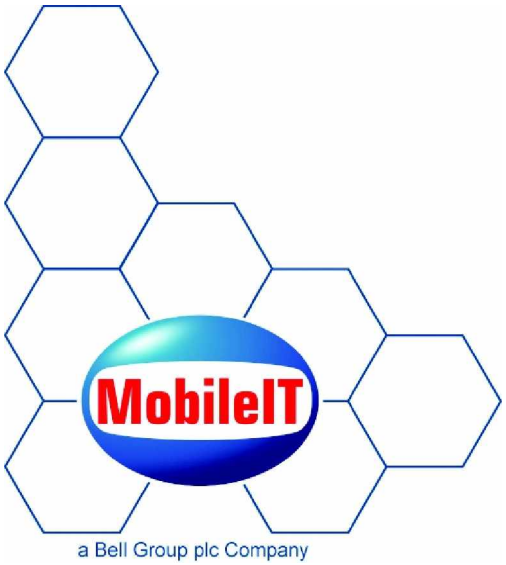
WORKGROUP SMS

Installation and User Manual



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1. Introduction

1.1 Software Licence Agreement

Important. Please read carefully.

This MobileIT End-User Licence Agreement (hereafter known as "EULA") is a legal agreement between you (the "User") and MobileIT Solutions Data Pty Ltd ("MobileIT"), for WorkGroup.SMS software including computer software, associated media, licence key or file, printed materials and "on-line" or electronic documentation ("Software").

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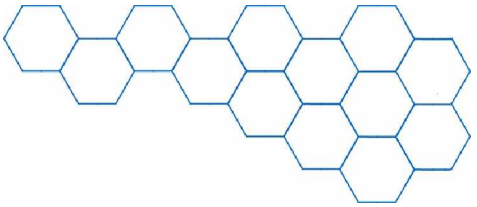

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  (ii) the repair of such goods;
  (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
  (iv) payment of the cost of having the goods repaired; and
(b) if the breach relates to services
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Please contact MobileIT should you have any questions regarding this EULA:

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1.2 Product Overview

WorkgroupSMS is a simple, cost-effective solution that allows PC users on a LAN (Local Area Network) to send and receive SMS text messages directly to any GSM/CDMA mobile phone.

The solution consists of three modules:

1) Workgroup.SMS Engine - This module is installed on a Network Server and coordinates the sending and receiving of SMS messages queued in a central database. Please note the supplied as part of Workgroup.SMS needs to be connected to an allocated serial communications port on the Network Server.

2) WorkGroup.SMS Admin – This module is installed on any PC on the network and is used for administration and monitoring of various log files e.g. Sent messages, Received messages, Unsent messages (messages in the queue), Unrouted messages etc...

The WorkGroup.SMS Admin module registers and maintains the list of network users (WorkGroup.SMS Clients) as well as the public PhoneBook(accessible to all Workgroup.SMS Clients). Records in the Phonebook can be directly imported from the company's Public Contact folder (Outlook®) or from a CSV (comma delimited) file.

3) WorkGroup.SMS Client – The Workgroup.SMS client module is installed on each PC and allows users to generate outgoing SMS messages and receive routed incoming text messages. This module is linked via an ODBC connection to the central database.
The database is also accessed by the WorkGroup.SMS Engine module.

WorkGroup.SMS provides 2-way text messaging between network users and any GSM mobile user.

Key features of WorkGroup.SMS include:

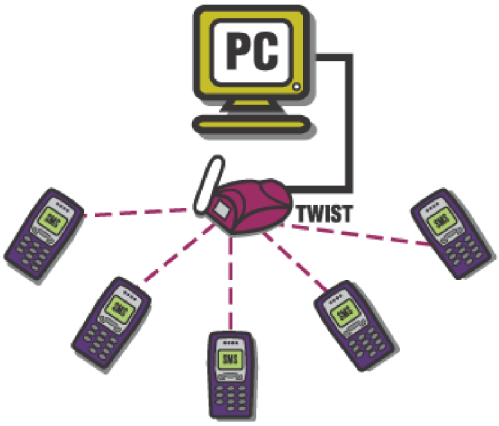
- Send text messages from your PC to any GSM/CDMA mobile phone
- Send a text message to an individual, selected individuals or broadcast a message to a group
- Receive text messages directly to your PC
- Customisable private phoneBook or access global public phonebook.
- Schedule messages for dispatch at a later time
- Regularly used messages can be stored and retrieved using the QuickSMS feature
- Logs are kept of all messages sent and received
- Export sent and received messages to Microsoft® Excel
- View unrouted messages held on server (dependant on authorisation)
- Customised message footer which appends to each outgoing SMS.
- Automatic time-clock synchronisation between client and server

An example application of WorkGroup.SMS is as follows:

The Sales Director wants to co-ordinate an urgent sales meeting for the day after tomorrow and all twenty sales executives must attend. Just imagine how long it would take to call each individual sales executive, and at what cost?

With WorkGroup.SMS the Sales Director would simply type:

"*Attn: Sales Team. URGENT sales meeting at 9 AM,*
9 MAY, SYD. office. Attendance mandatory, please confirm by return. Rgds Mel".



The Sales Director then selects "*Sales Team*" from the Phone Book and presses *Send*.

This broadcast text message will be sent to all individuals in the sales group and be delivered within seconds. Not only that, when the sales people reply confirming their attendance, the routing functionality of Workgroup.SMS will channel all replies back to the Sales Directors' PC.

2. Installation

To start using WorkGroup.SMS you must install :

- A compatible GSM modem device.
- WGSMS Engine module This software module delivers the SMS text messages to the and poles the modem for incoming SMS Messages. (It is recommended that the PC runs on NT4 or Windows 2000 o/s).
- WGSMS Admin module Software that allows WorkGroup.SMS administrator to maintain Users, global PhoneBook and monitor various logs (Monitor events, Incoming SMS messages, Outgoing SMS messages, Unsent messages, Unrouted messages etc.
- WGSMS Client module Software that needs to be installed on each WGSMS Client i.e. network user and is used for creating and receiving SMS messages.

The following section is designed to guide you through the installation process.

2.1 Pack Contents

Before you begin, please verify all contents of the WorkGroup.SMS sales package are present as follows:

- CD-ROM containing a copy of the WorkGroup.SMS software with 3 setup files:

  SETUP WGSMS Admin.exe
  SETUP WGSMS Engine.exe
  SETUP WGSMS Client.exe and
  User manual

- Document containing your personal WorkGroup.SMS registration key number.

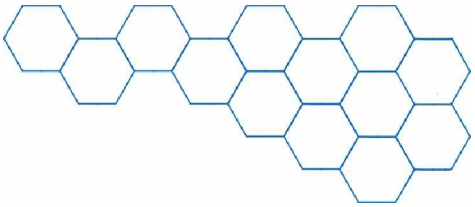
If you are missing any of the above items, please contact MobileIT for assistance.

2.2 Minimum System Requirements

To successfully install WorkGroup.SMS your PC must conform to the following minimum system requirements:

WorkGroup.SMS Admin & Engine (database server)

- Intel Pentium® (or equivalent) CPU running at 233MHz (or faster)
- 32Mb RAM (or greater)
- 20Mb minimum free hard disk drive space
- CD-ROM drive (4x minimum) for installation purposes
- One free 9-pin RS232 serial communications port (e.g. COM1)
- Supported 32-bit operating system (Microsoft® Windows® NT 4 or 2000 Professional minimum)
- VGA monitor (or better), 800x600 resolution, 256 colours (or greater)
- Internet Explorer 4.0 or later



NOTE: You don't need to install the WGSMS_Engine.exe on to a network Server. A 32 bit o/s Workstation PC is sufficient as long as proper security permissions and sharing files and folders are applied.

WorkGroup.SMS Client (workstation)

- Intel Pentium® (or equivalent) CPU running at 233MHz (or faster)
- 32Mb RAM (or greater)
- 20Mb minimum free hard disk drive space
- Supported 32-bit operating system (i.e. Microsoft® Windows® 95, 98, Me, NT, 2000 and XP)
- VGA monitor (or better), 800x600 resolution, 256 colours (or greater)
- Network connection

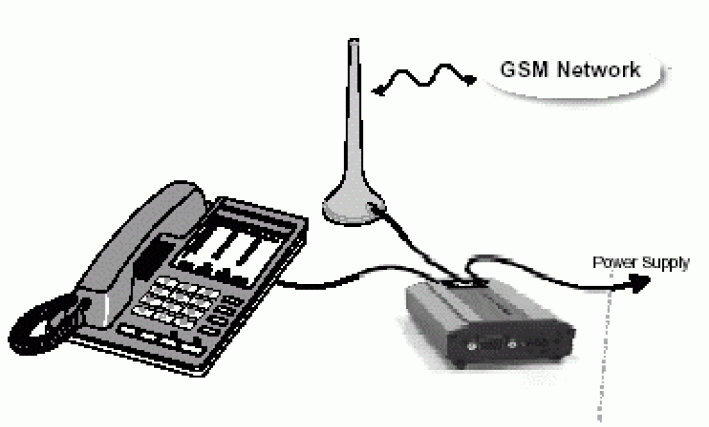
Once you have confirmed the minimum system requirements, please proceed to the installation of the GSM modem.

2.3 Installing the GSM Modem

The GSM modem enables connections to be made to the GSM 900/1800 (1900) mobile radio network via your PC.

WorkGroup.SMS uses any of the compatible GSM Modems to send and receive SMS text messages.

The GSM modem must be installed before the WorkGroup.SMS software.



Consult the GSM modem manufacturer's manual for the correct installation instructions for their specific devices.

Install the GSM modem device on the same PC that you intend to install the WGSMS_Engine applications.

Important. The SIM card must be inserted before connecting the modem to the power supply and must not be removed until the power has been switched off. Insertion or removal of the SIM card with the modem power supply on may cause irreparable damage.

Important. Please ensure that the SIM card does not require a PIN code to be entered for it to connect to the network. If you are unsure, temporarily install the SIM card into any GSM phone and switch on. If the phone requires a PIN code, please refer to the phone manual to disable the PIN code requirement.

You can verify that the GSM modem has been correctly installed by using a third-party communications program (such as HyperTerminal on Microsoft® Windows®) to talk to the modem via the allocated COM port. If the modem has been installed correctly, you will be able to issue AT commands.

2.4 Installing the WorkGroup.SMS Software

The WorkGroup.SMS software uses the GSM modem to send and receive text messages across a mobile phone network. Please verify that you have installed the GSM modem on the PC that you intend to install WorkGroup.SMS Engine before you continue.

To install the WorkGroup.SMS application you need to install 3 distinct modules and in following order:

1) WorkGroup.SMS Engine
2) WorkGroup.SMS Admin
3) WorkGroup.SMS Client

NOTE: All 3 modules can be installed on the same PC or they can be installed on different PC's on the network.

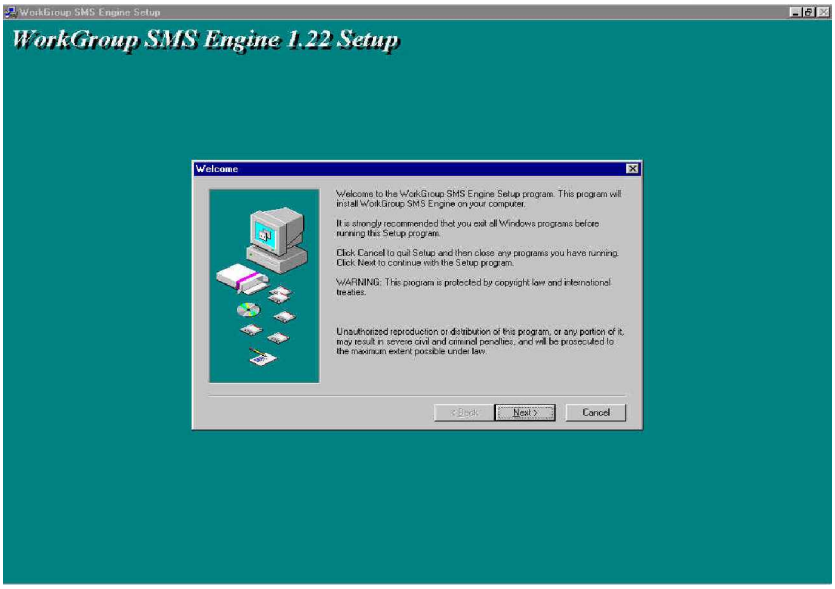
NOTE: If WGSMS Client is running on a Win9x o/s PC, it needs to be running in order to receive New message arrival notification.

NOTE: In order to receive SMS messages WGSMS Engine application needs to be running all the time. If WGSMS Engine is not running and the SMS message has been sent via GSM network to GSM modem it will NOT be captured and processed until the WGSMS Engine application is restarted..

2.4.1 Installing the WorkGroup SMS Engine

> Remove the WorkGroup.SMS CD-ROM from the sales package and insert into the CD-ROM drive of your PC.

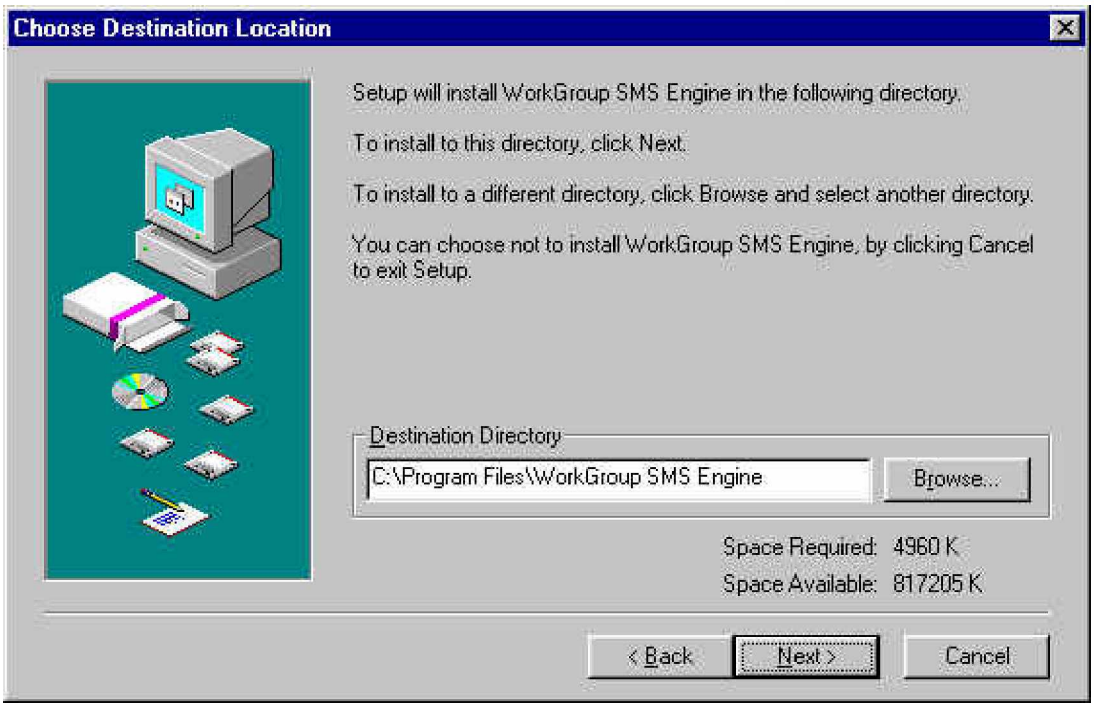
> Using your Windows Explorer locate on the WorkGroupSMS Setup CD the name of file called Setup WGSMS Engine.exe and double-click to run it.



> The second setup window displays the MobileIT EULA as found in section 1.1. Click on *Yes* to agree to the EULA and continue the installation process.

If you do NOT agree to these conditions, you CANNOT install the WorkGroup.SMS software and must click on *No* to exit the installation program.

> If you click on Yes to agree follow the instructions on the screen and select the folder where database files will be installed.



> The default location is set to *C:\Program Files\WorkGroup SMS Engine* (where *C* is the letter of your hard disk drive). If the default location is suitable, click on *Next* to continue.

> If you wish to change the default directory to install WorkGroup.SMS Engine at a different location, please either click on the *Browse* button and select a new destination directory or alternatively type the location of the directory in the *Path* field. Click on *OK* to continue.

Important. The selected directory must be on a hard disk drive on the PC that has the GSM MODEM installed.

> The program now has enough information to begin installing the WorkGroup.SMS application. If you wish to change any settings before files are copied, use the *Back* button to return to previous windows. If you are satisfied with the installation settings, please click on *Next* to start copying files to your hard disk drive.

> The installation program will now copy files required by WorkGroup.SMS Engine to the selected directory. When the progress bar is full, file copying has been completed.

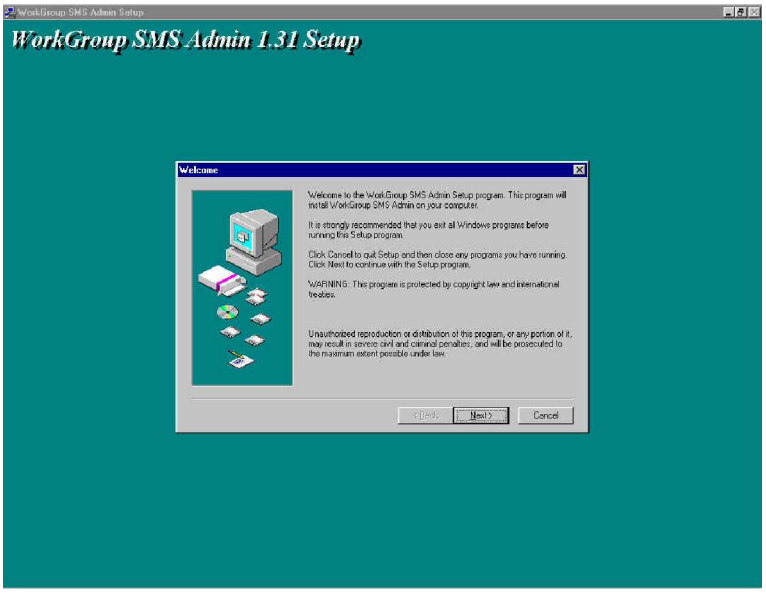
> The installation program will create the WorkGroup.SMS Engine *Start* menu and *Desktop* icons.

Look for the WorkGroup SMS Engine icons in the *Programs* group on the *Start* menu and desktop short-cut icon WGSMS_Engine.exe

> Installation of WorkGroup.SMS Engine is now complete.

2.4.2 Installing the WorkGroup SMS Admin

> Using your Windows Explorer locate on the WorkGroupSMS Setup CD the name of file called Setup WGSMS Admin.exe and double-click to run it.

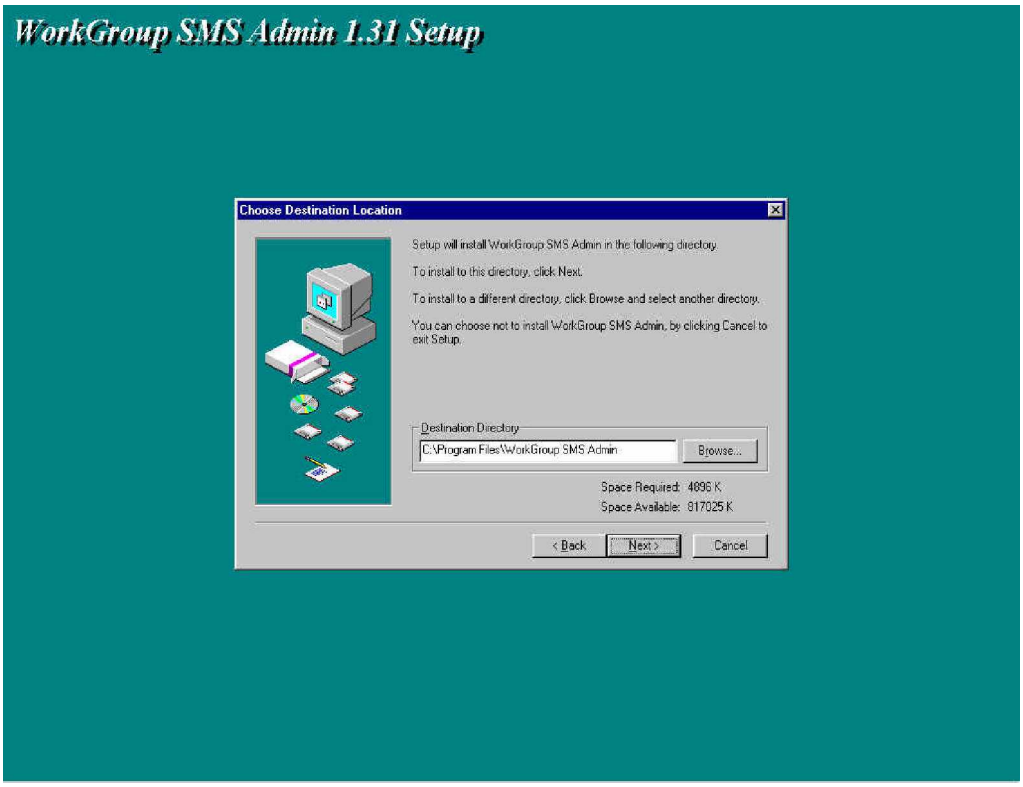


> The second setup window displays the MobileIT EULA as found in section 1.1. Click on *Yes* to agree to the EULA and continue the installation process.

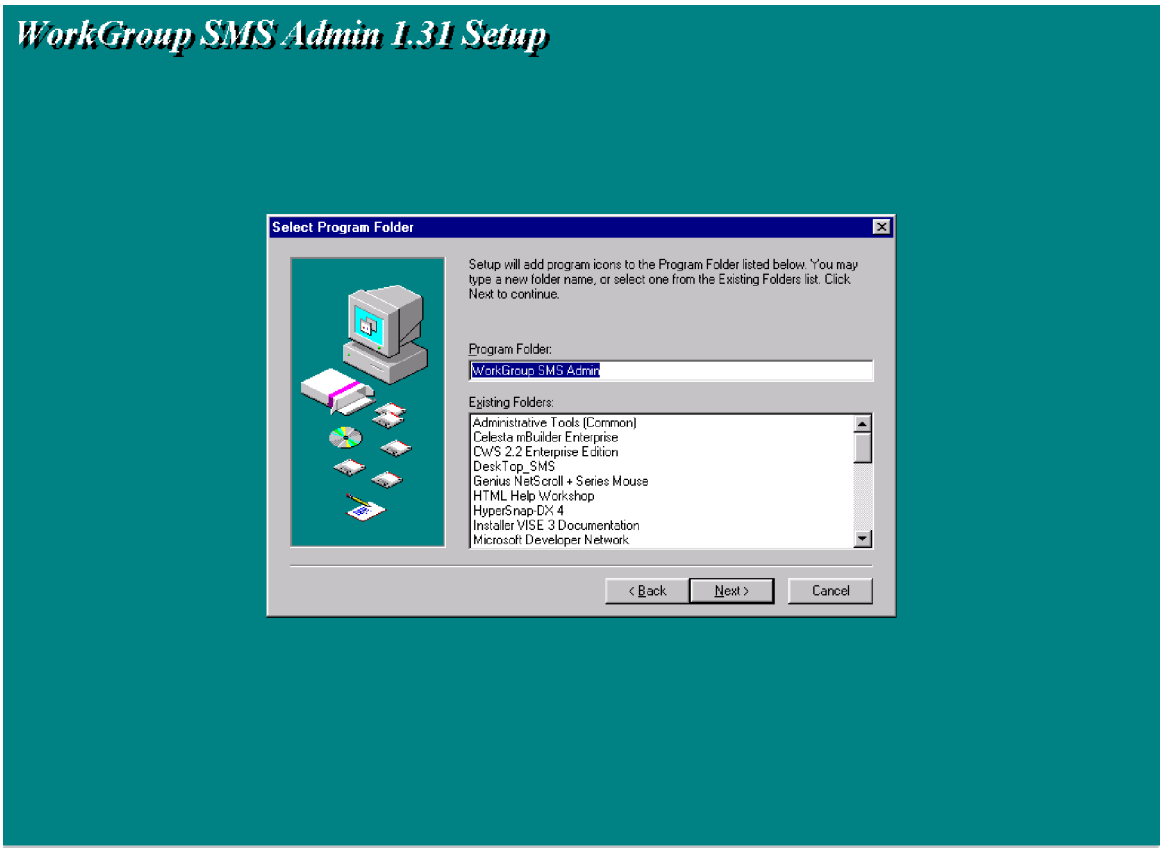
If you do NOT agree to these conditions, you CANNOT install the WorkGroup.SMS software and must click on *No* to exit the installation program.

> The next setup window displays where the files for WorkGroup SMS Admin will be installed (wgsms_admin.exe).

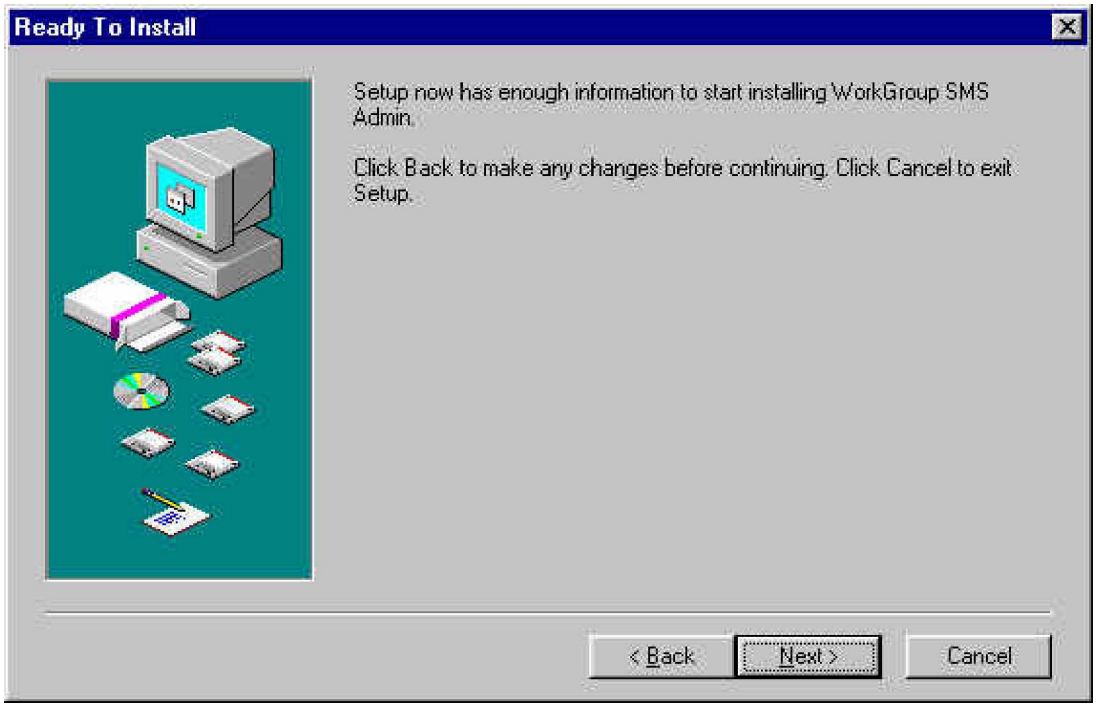
Note that WorkGroup SMS Admin module doesn't have to be installed on the same PC where WorkGroup SMS Engine is installed. Later in the setup you will be prompted to select where WGSMS database is located.



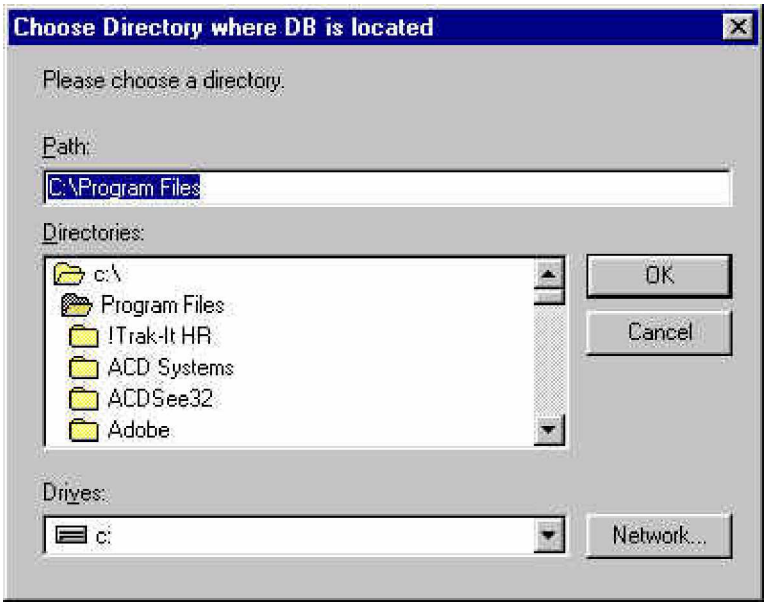
> The next setup window displays prompts you ti select Program Folder.



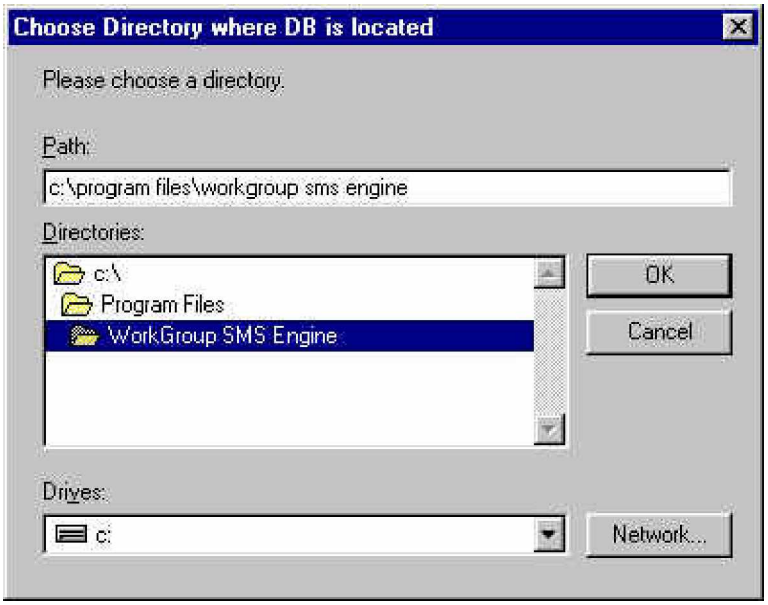
> The next setup window displays Ready to Install dialog. Click next to continue.



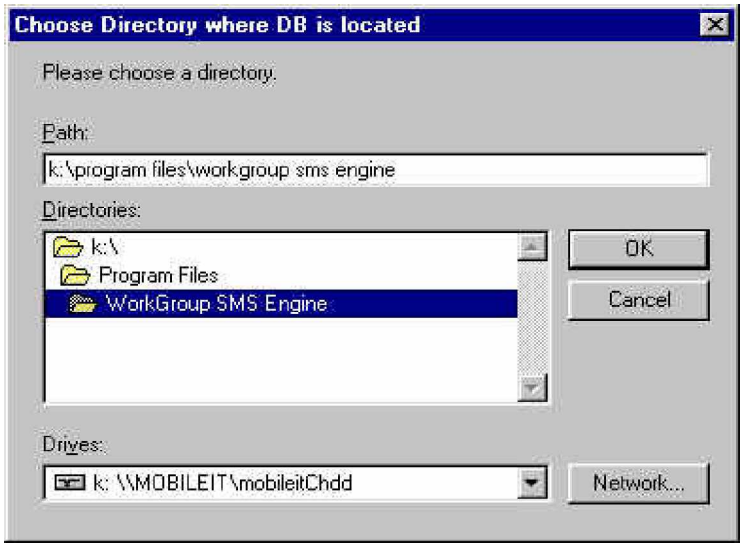
> After copying of necessary files has been completed setup window prompts you to select where WGSMS DB is located.



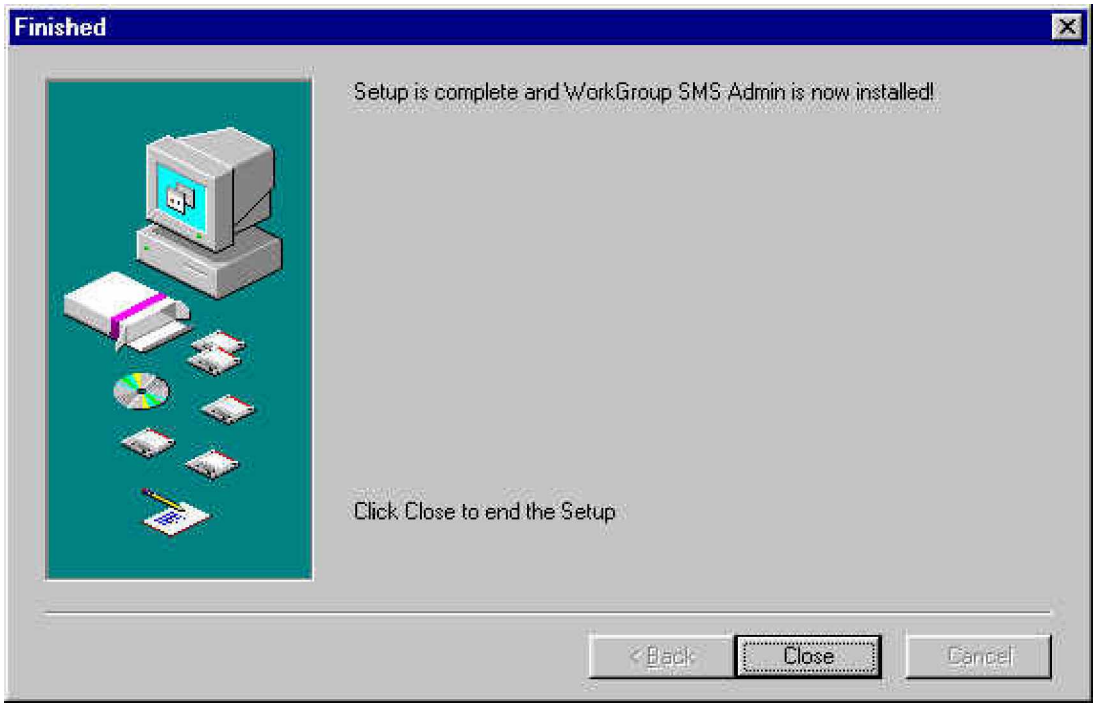
> If you are installing the WorkGroup SMS Admin module on the same PC where WorkGroup SMS Engine is installed then you would choose the location where WGSMS DB is located i.e. see picture bellow



> If you are installing the WorkGroup SMS Admin module on a different PC on the network where WorkGroup SMS Engine is installed then 1) you would need to map network drive where WorkGroup SMS Engine is installed 2) then choose the location where WGSMS DB is located i.e. as on the picture bellow



> After you selected the location of the WGSMS DB next setup dialog displays that the setup has completed successfully.



Short cut has been created on a desktop with the name WGSMS_Admin.exe

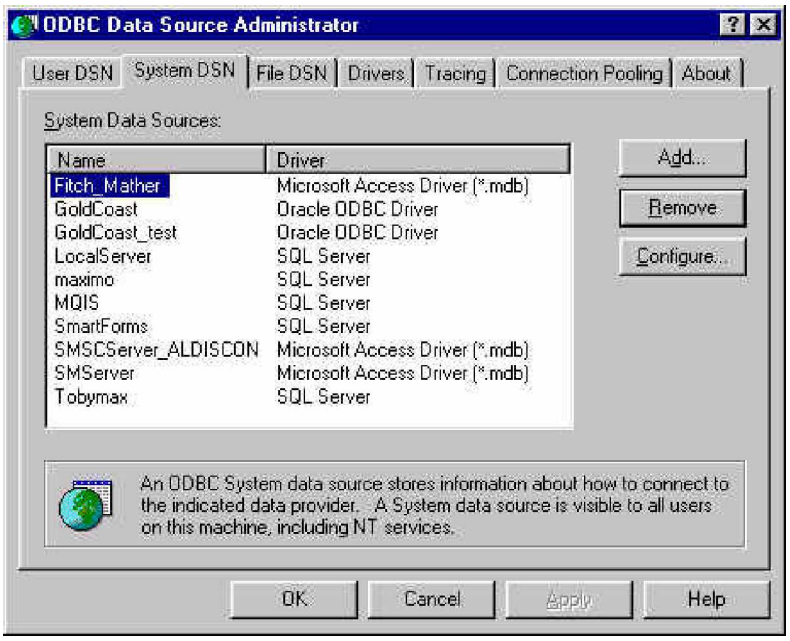
You can start the WorkGroup SMS Admin by clicking on this Desktop short-cut icon or by selecting Start, Programs, WorkGroupSMS_Admin, WGSMS_admin.

If you didn't select the correct path to the WGSMS database following message will be displayed when you try to start WGSMS Admin

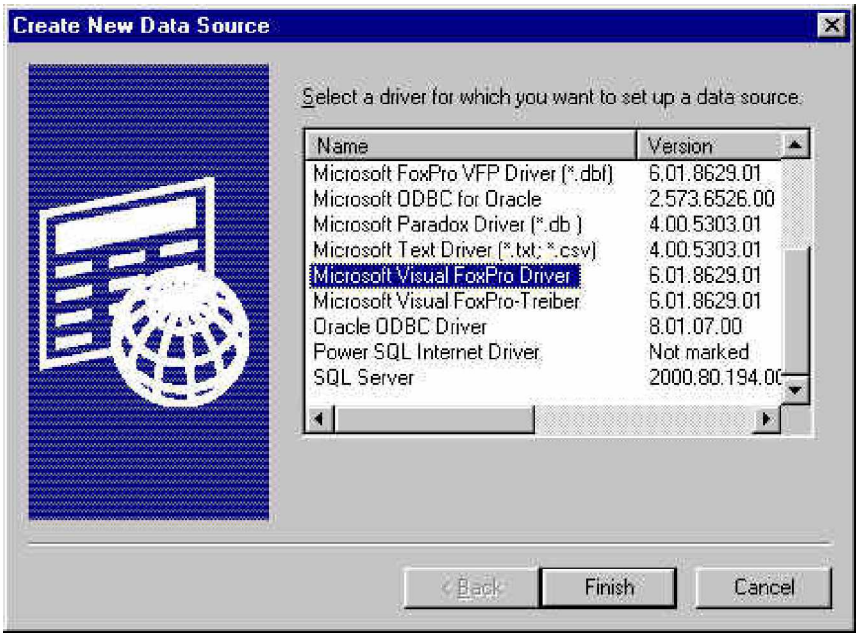
2.4.3 Installing the WorkGroup SMS Client

In order to install WorkGroup SMS Client module you will FIRST need to create a System DSN (Data Source Name) using ODBC Data sources applet from Control Panel, then install the client application.
The name of the DSN is WGSMS.

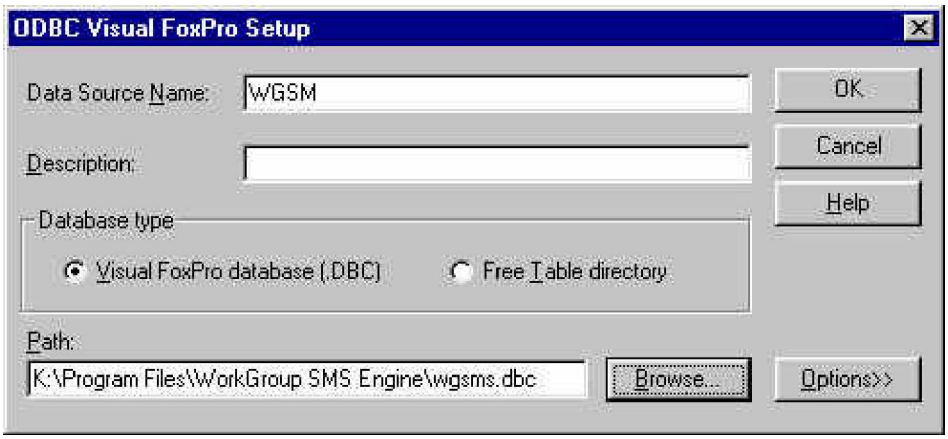
> Click on Control Panel Data Sources (ODBC) and then click on System DSN.



> Click on Add button Data Sources (ODBC) and scroll down to select Microsoft Visual Foxpro driver as on the picture bellow and then click Finish button.

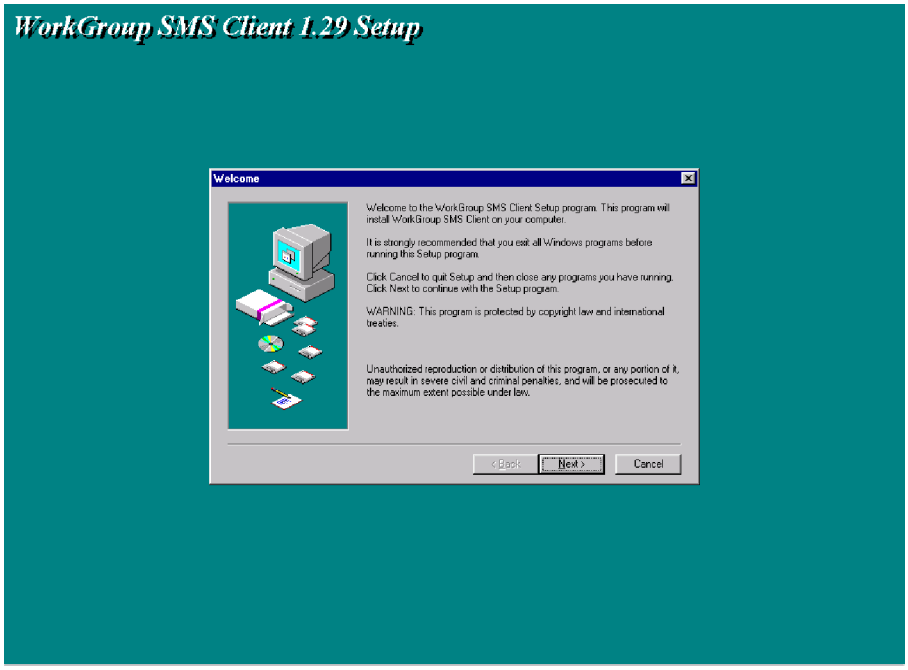


> Screen bellow will appear. Give the Name of the DSN as WGSMS and browse to the folder where WGSMS.DBC is installed using browse button. The result should be as in the picture below.



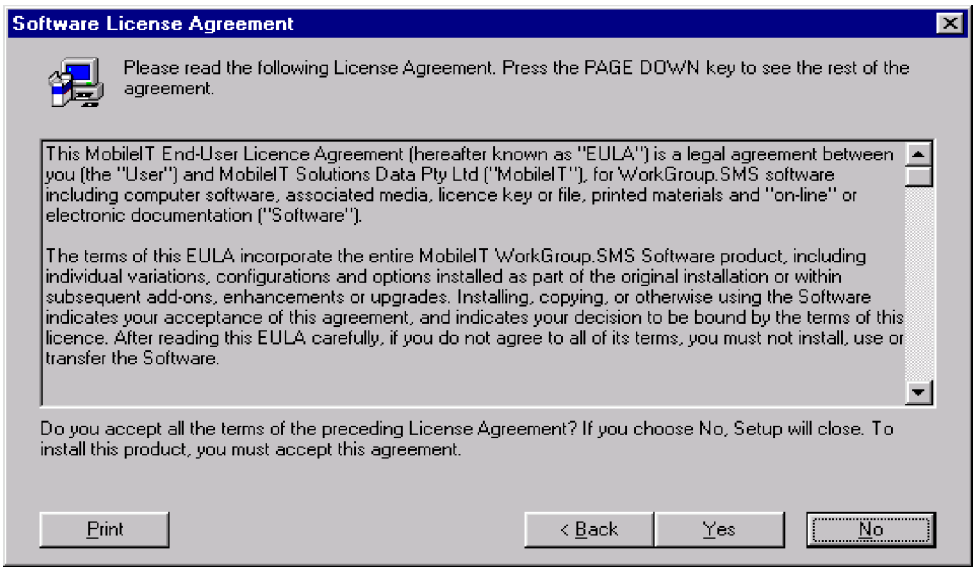
> Click on OK and OK again. DSN name with the name WGSMS has been created. ODBC part of WorkGroupSMS is completed.

> Using your Windows Explorer locate on the WorkGroupSMS Setup CD the name of the installation file for WorkGroup SMS Admin called Setup WGSMS Client.exe and double-click to run it.

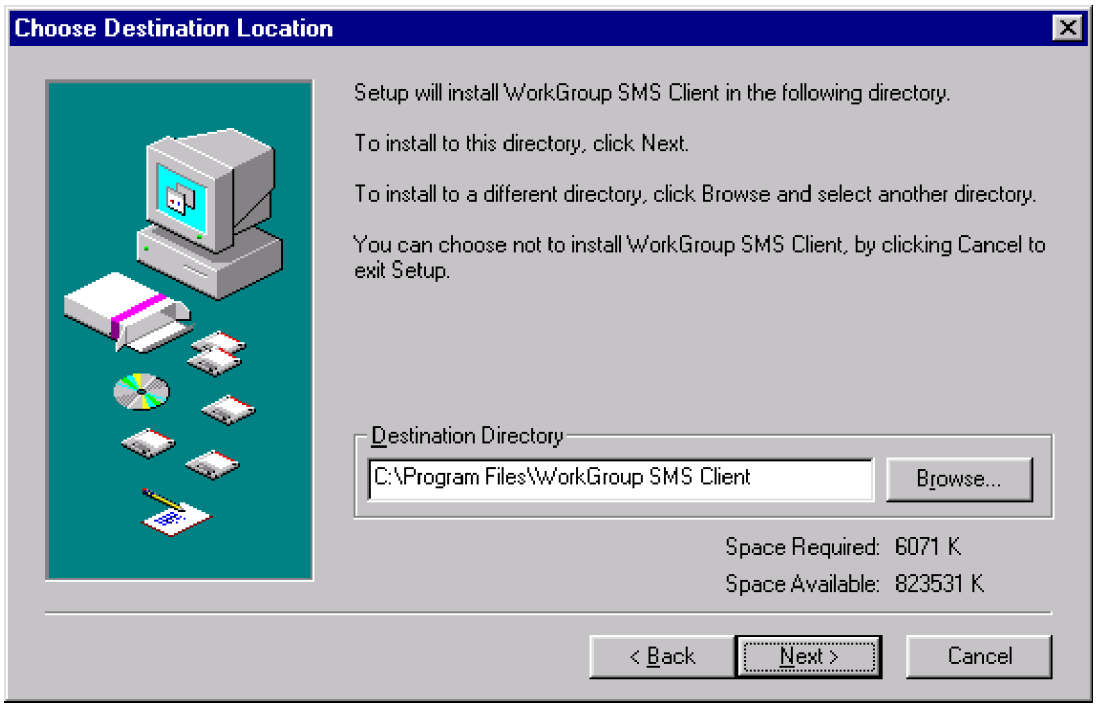


> The second setup window displays the MobileIT EULA as found in section 1.1. Click on *Yes* to agree to the EULA and continue the installation process.

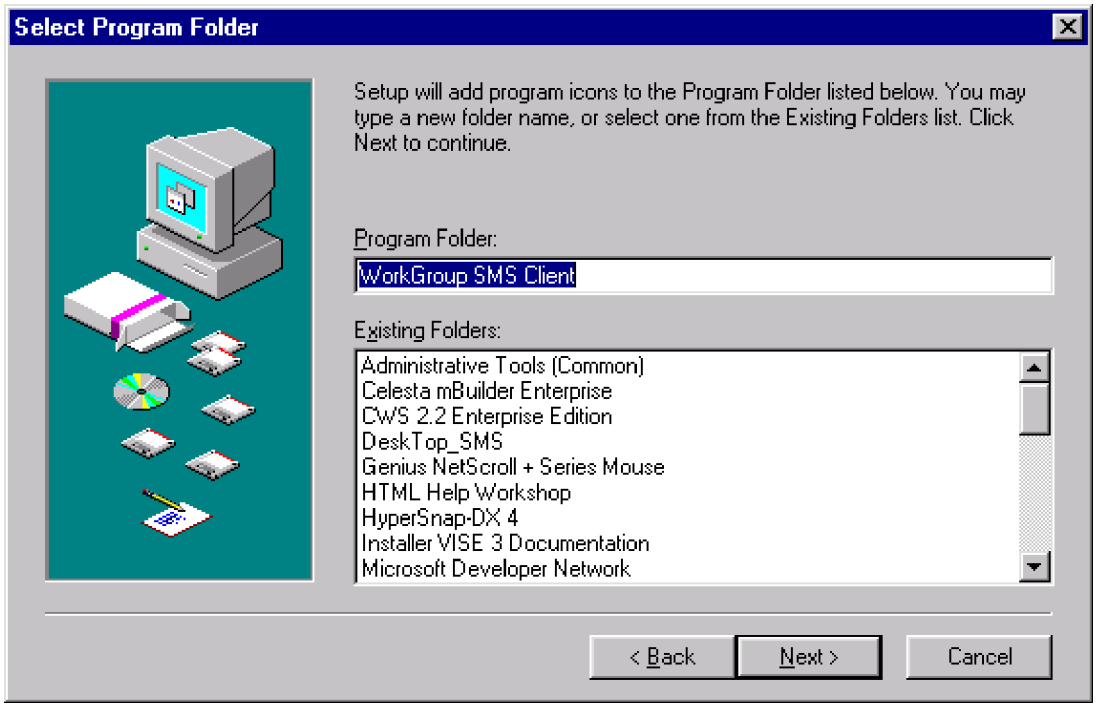
If you do NOT agree to these conditions, you CANNOT install the WorkGroup.SMS software and must click on *No* to exit the installation program.



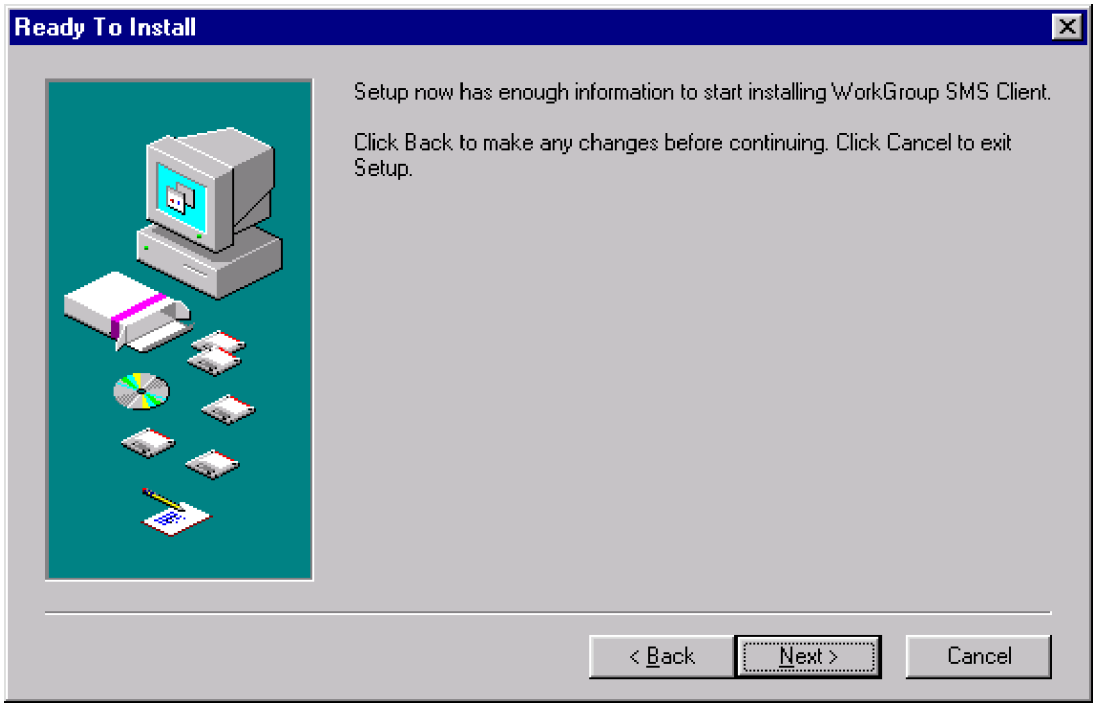
> Choose the location of the target folder. By default WorkGroup SMS Client will install all files in the folder below. Click Next to proceed.



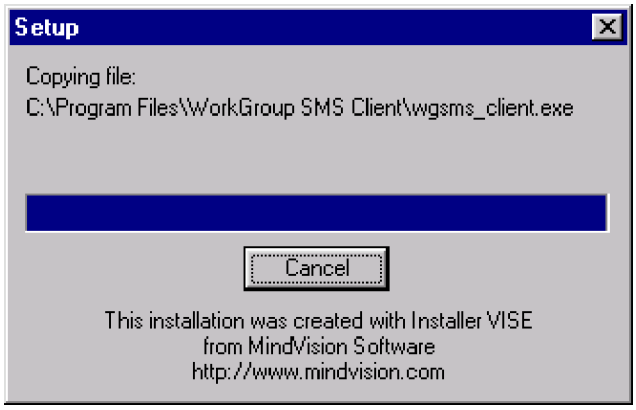
> Select Program folder. Default is show on the picture bellow and then click next to proceed.



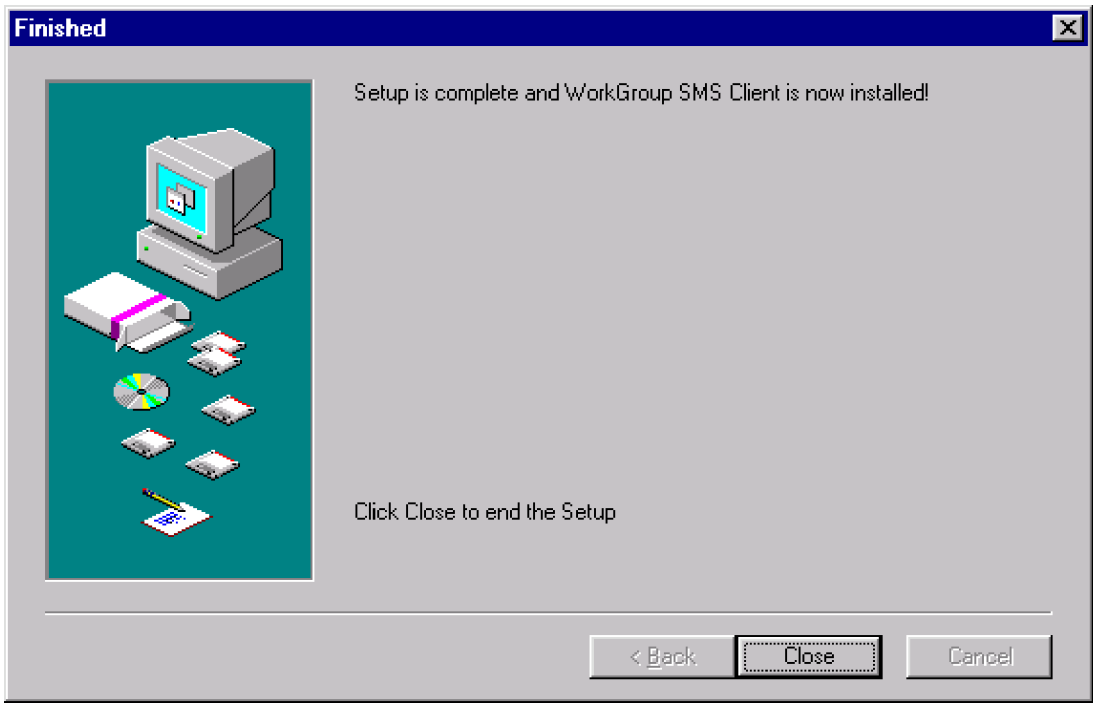
> Ready to Install window show. Click next to proceed



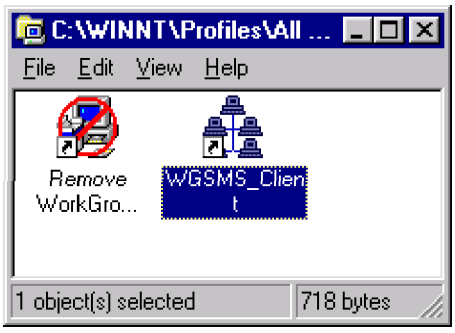
> Ready to Install window show. Click next to proceed. You will see progress bar while Setup is been copying the files as on the picture bellow



> Finished dialog after Setup has been completed.



> Program Items will be created as well as the short-cut on your desktop named WorkGroup SMS Client.exe



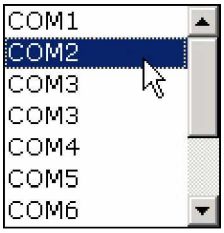
> To run WGSMS Client you can either click on desktop short-cut icon or select Start, Programs, Work Group SMS Client, WGSMS_Client

2.5 Setting up WorkGroup.SMS Engine parameters

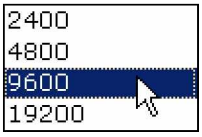
In order to start using WorkGroup SMS you will need to set modem parameters in Work Group SMS Engine and create network users in WorkGroup SMS Admin.

> You can initialise WorkGroup.SMS Engine by either clicking on its *Start* menu icon or by clicking on its *Desktop* icon. Please note that the WorkGroup.SMS Engine icon in the *Start* menu will be found in the *Programs* group.

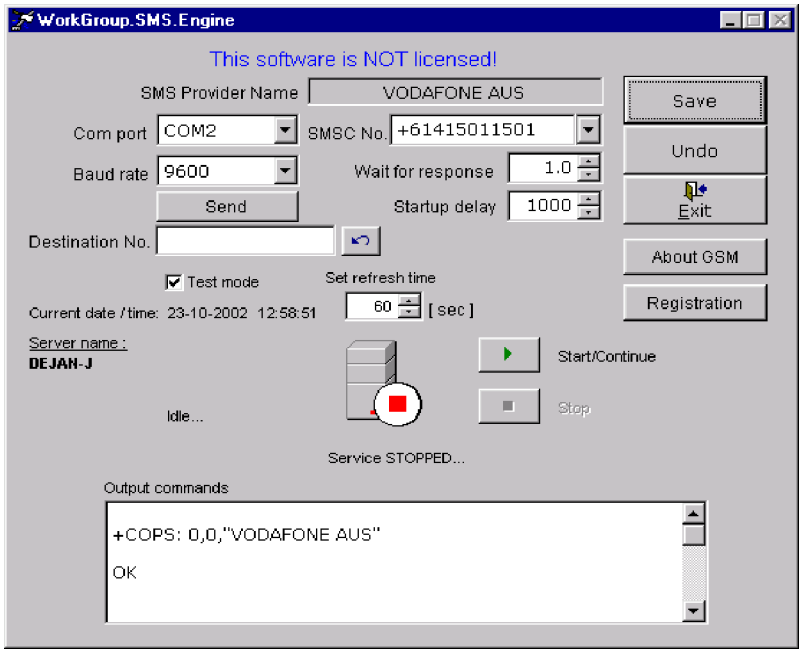
The default COM port value is set to *COM1* and may be changed to any serial port number between *COM1* and *COM10*. Under most circumstances however, the likely serial port to which the GSM MODEM is attached will be either COM1 or COM2.



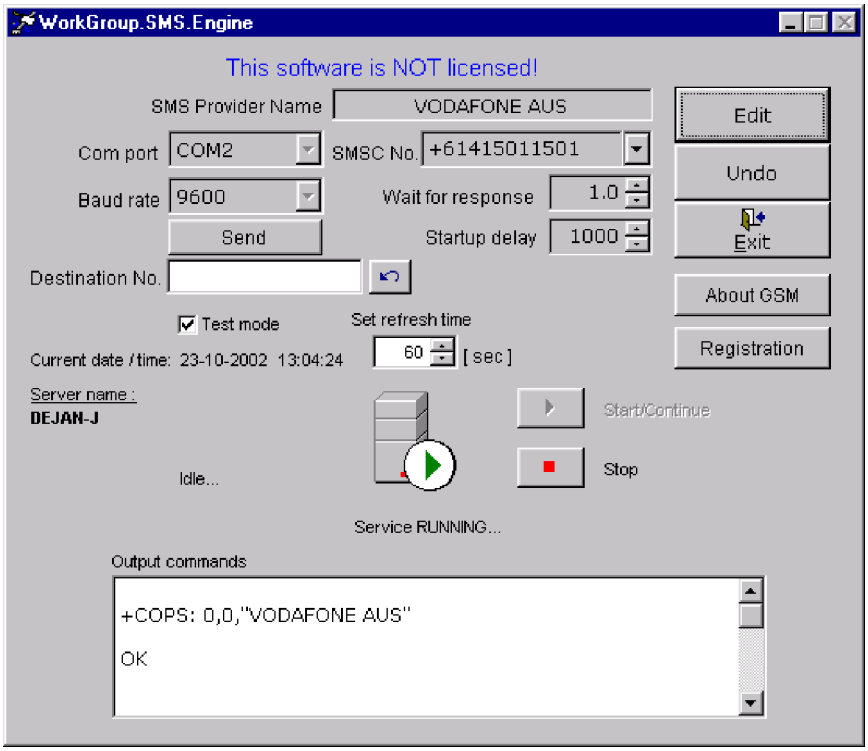
The default baud rate value is set to *9600* and may be changed to either *2400*, *4800*, *9600* or *19200.* Please note that unless you intend to install a different than the GSM MODEM, you will not need to change this value.



- The way to change these parameters in WorkGroup SMS Engine is by clicking on to Edit button



- In most cases you will need to change only COM port and the SMSC No. Note that when in Edit mode WGSMS Engine service is not running. Once the data is changed you need to save it by pressing on Save button.



When first installed, WorkGroup.SMS Engine will be in *Evaluation* mode. Please refer to the following section regarding the limitations of the un-licenced *Evaluation* mode and how to register your product.

2.6 Evaluation Mode and Registering WorkGroup.SMS

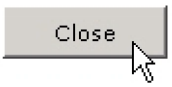
When the WorkGroup.SMS software is first installed, it is set to *Evaluation* mode. This un-licenced mode of WorkGroup.SMS is designed to allow you to evaluate the features of the program.

When in the *Evaluation* mode, the *Registration* window (with the MobileIT logo) appears every 60 seconds.

This window serves to remind you that you have an un-licenced copy of WorkGroup.SMS and allows you to register your product.

Important. The *Evaluation* mode of WorkGroup.SMS has limited functionality. Without registering the application, you can only send or receive up to 100 text messages and will NOT be able to delete any messages from the *Sent Messages* and *Received Messages* lists. All other functions are available.

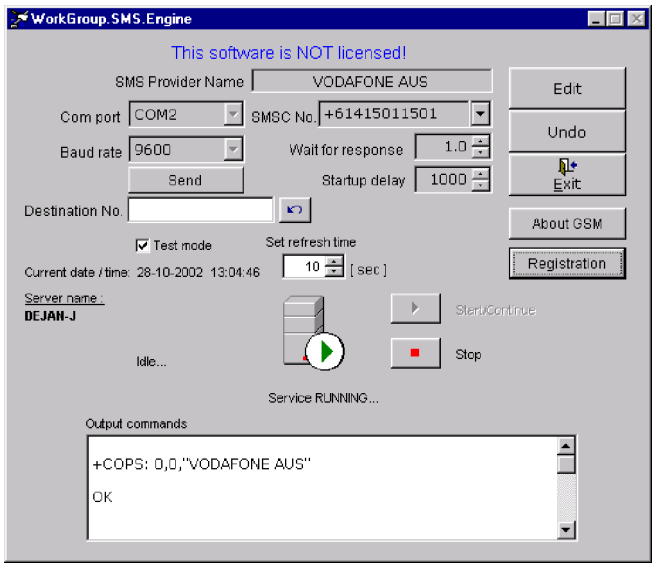
If you wish to continue evaluating the WorkGroup.SMS application without registering, please click on the *Close* button



This screen doesn't prevent you of Sending or Receiving SMS messages while in evaluation mode.

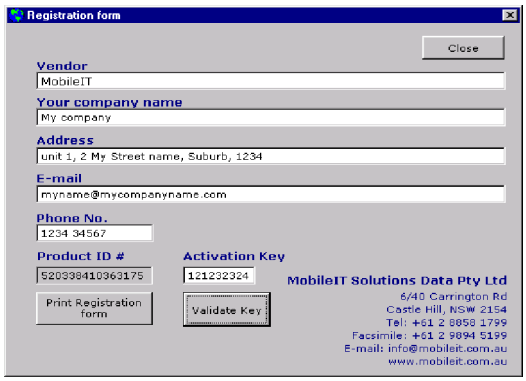
To register your copy of WorkGroup.SMS, please follow this procedure:

> If you wish to register your copy of WorkGroup.SMS and have a valid registration code (found in the WorkGroup.SMS sales package), do so as follows: click on the *Register* button of the main form as shown on the picture bellow



If you do not have a valid registration code please contact MobileIT for assistance on 1902 224 551 (Australia only). Alternatively, click on the *Print Registration Form* button and fax or e-mail your registration request to MobileIT.

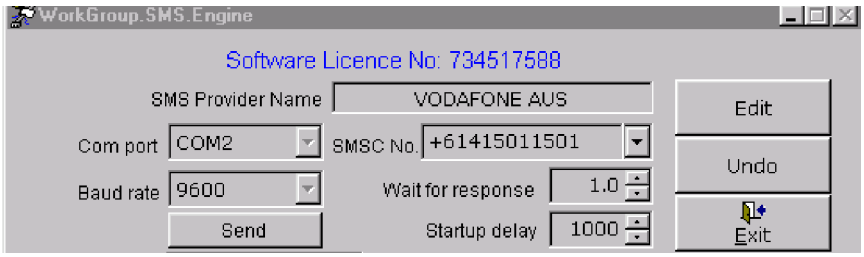
> The WorkGroup.SMS application is licenced by entering a valid registration code (activation key) on the *Registration form* window. Please enter the name of the vendor (i.e. from where you bought WorkGroup.SMS), the name, address and phone number of your company and registration code (activation key) into the fields provided.



Important. Please enter your registration code (activation key) precisely as found on your registration document.

Important. The registration code is linked to the serial/IMEI number of the attached GSM modem. WorkGroup.SMS Engine must be able to access the modem to validate your registration code. Please note that if you change your GSM device at any point, you will require a new registration code and must contact MobileIT for a re-issue. You may install copies of WorkGroup.SMS on multiple computers but they will only fully operate when connected to the specific for which the registration code has been issued.

> Once you have entered all of the required information, please click on the *Validate Key* button to verify your registration code. If your registration code is valid, WorkGroup.SMS will report *Validation successful...* and will display the licence information in the main window.

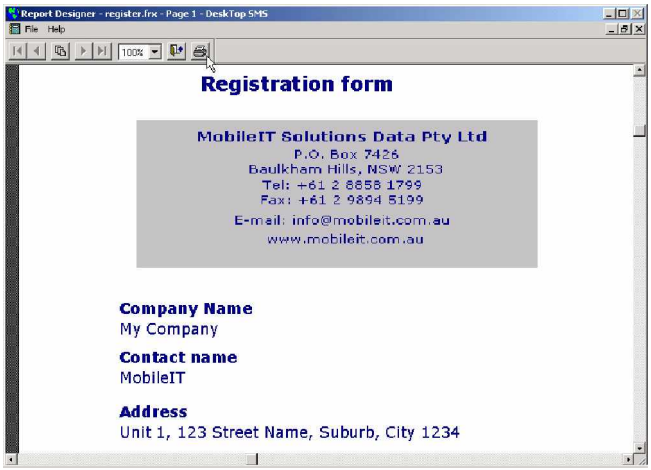


> If however your registration code was not validated, WorkGroup.SMS will report that you have entered an *Invalid*

Activation key. You will need a valid registration code in order to register your copy of WorkGroup.SMS.

When your copy of WorkGroup.SMS has been successfully registered, all limitations will be deactivated and you will be able to send unlimited text messages and be able to delete messages from the *Sent Messages* and *Received Messages* lists. Thank you for registering your copy of WorkGroup.SMS.

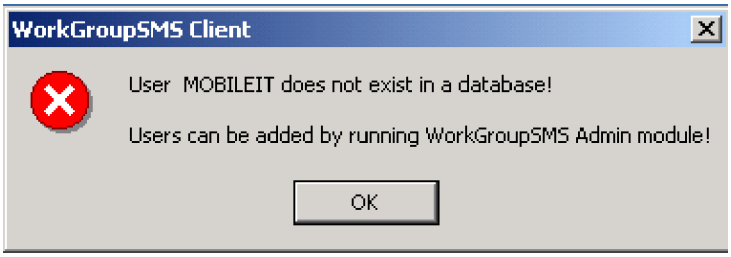
> We suggest that you keep a copy of your registration details by clicking on the *Print Registration form* button. On the following window, please ensure all information is present and correct and click on the *Print* button. To close the print preview, click on the *Exit* button.



> Once you have registered your WorkGroup.SMS application (or decided to continue un-registered for evaluation purposes), you will need to become familiar with the main window. The following section describes how to use WorkGroup.SMS to send, receive and organise text messages.

3. Using WorkGroup SMS Admin

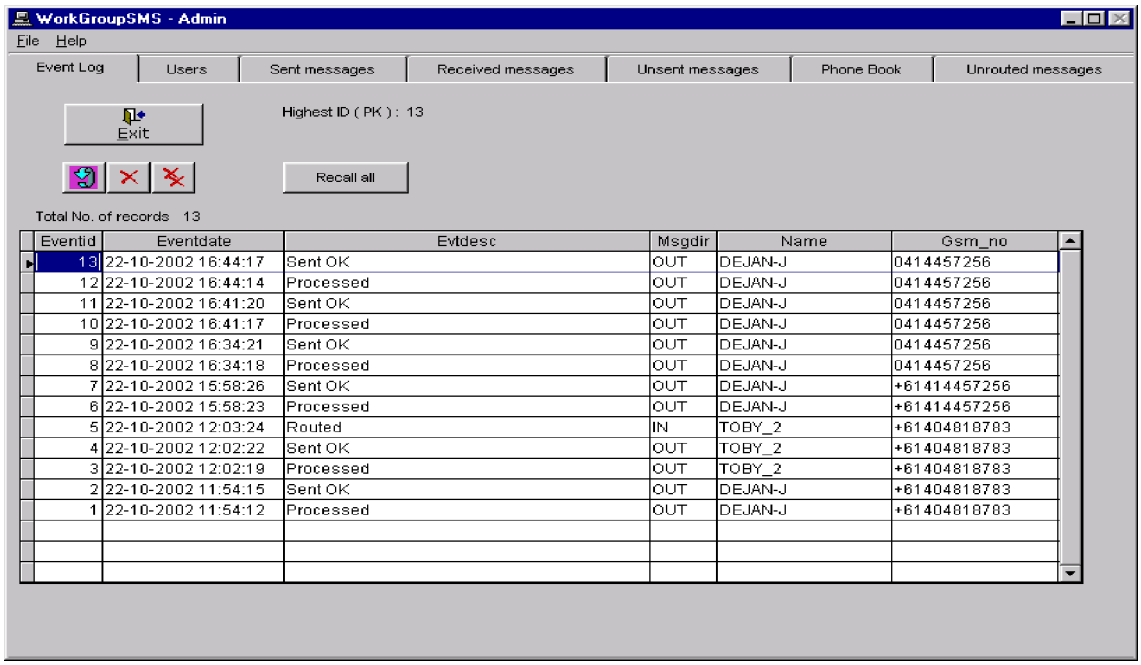
Beside other functions WorkGroupSMS Admin module is used to register all users of WorkGroup.SMS. If WorkGroup.SMS Client is run and user is not in a database following message will be displayed



WorkGroupSMS Admin module provides following functions :

3.1 Events Log

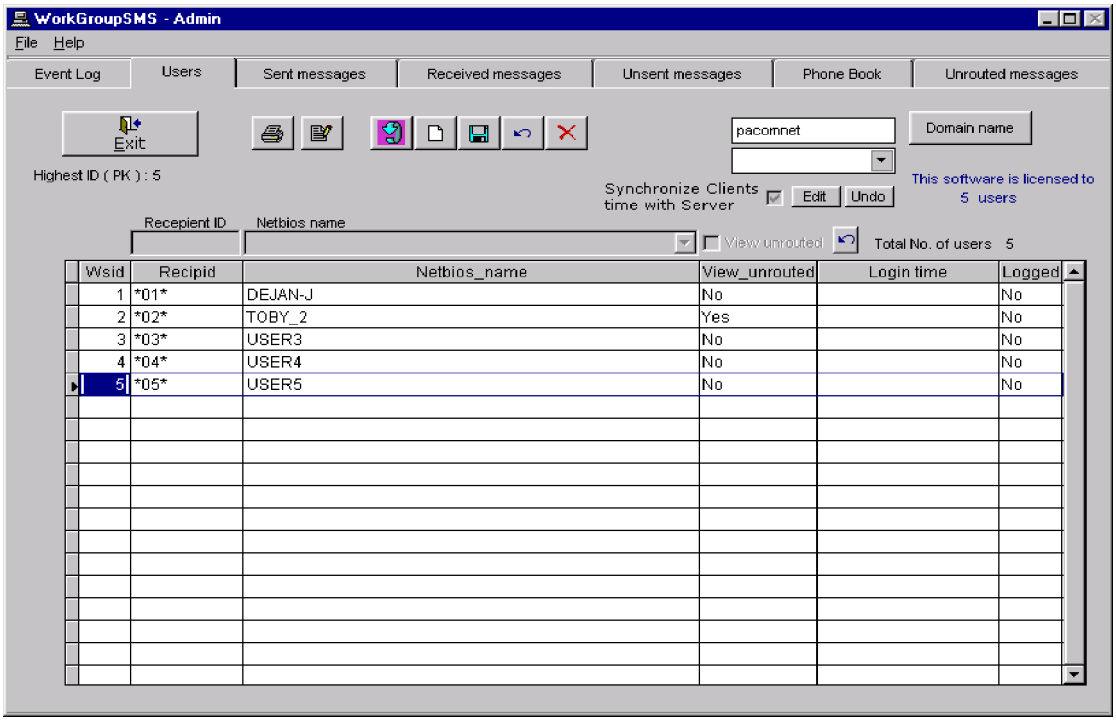
Monitor Events Log (Administrator can view and delete the records from the log). Events log function records all transactions for all WorkGroup.SMS users. For every SMS sent out 2 records are written in Events log. First one is Processed and the second one is Sent OK.



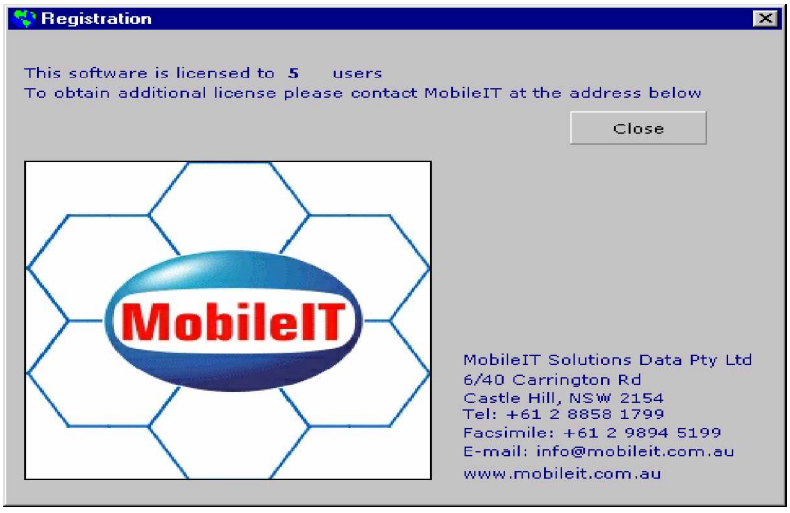
Eventid	Eventdate	Evtdesc	Msgdir	Name	Gsm_no
13	22-10-2002 16:44:17	Sent OK	OUT	DEJAN-J	0414457256
12	22-10-2002 16:44:14	Processed	OUT	DEJAN-J	0414457256
11	22-10-2002 16:41:20	Sent OK	OUT	DEJAN-J	0414457256
10	22-10-2002 16:41:17	Processed	OUT	DEJAN-J	0414457256
9	22-10-2002 16:34:21	Sent OK	OUT	DEJAN-J	0414457256
8	22-10-2002 16:34:18	Processed	OUT	DEJAN-J	0414457256
7	22-10-2002 15:58:26	Sent OK	OUT	DEJAN-J	+61414457256
6	22-10-2002 15:58:23	Processed	OUT	DEJAN-J	+61414457256
5	22-10-2002 12:03:24	Routed	IN	TOBY_2	+61404818783
4	22-10-2002 12:02:22	Sent OK	OUT	TOBY_2	+61404818783
3	22-10-2002 12:02:19	Processed	OUT	TOBY_2	+61404818783
2	22-10-2002 11:54:15	Sent OK	OUT	DEJAN-J	+61404818783
1	22-10-2002 11:54:12	Processed	OUT	DEJAN-J	+61404818783

3.2 Users Log

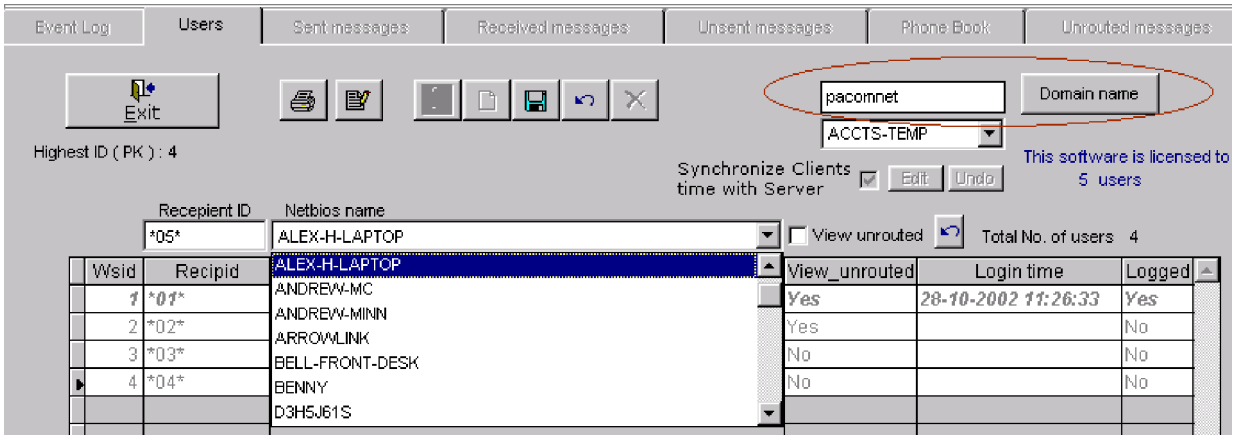
Add/Edit and Delete Users of the WorkGroup.SMS. Users who are not in a database cannot run WorkGroup.SMS Client. Maximum number of users are allowed to be entered in a database in accordance to the licensing. By default WorkGroup.SMS is licensed to 5 users.



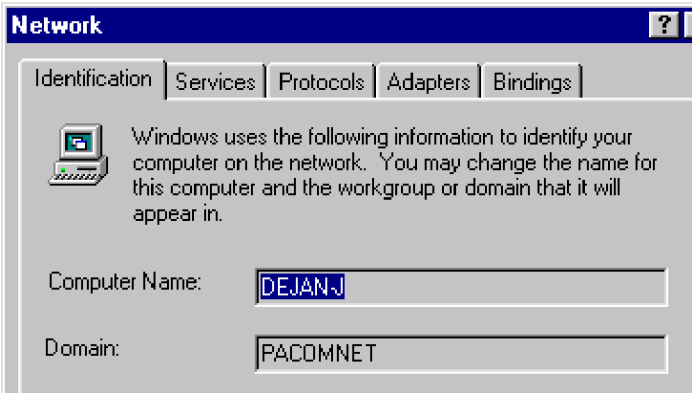
If attempt is made to add user above licensing number e.g. WorkGroup.SMS is licensed to 5 users only and the newly added user would be 6th the following message will be displayed



> Users can be added by clicking on Add button



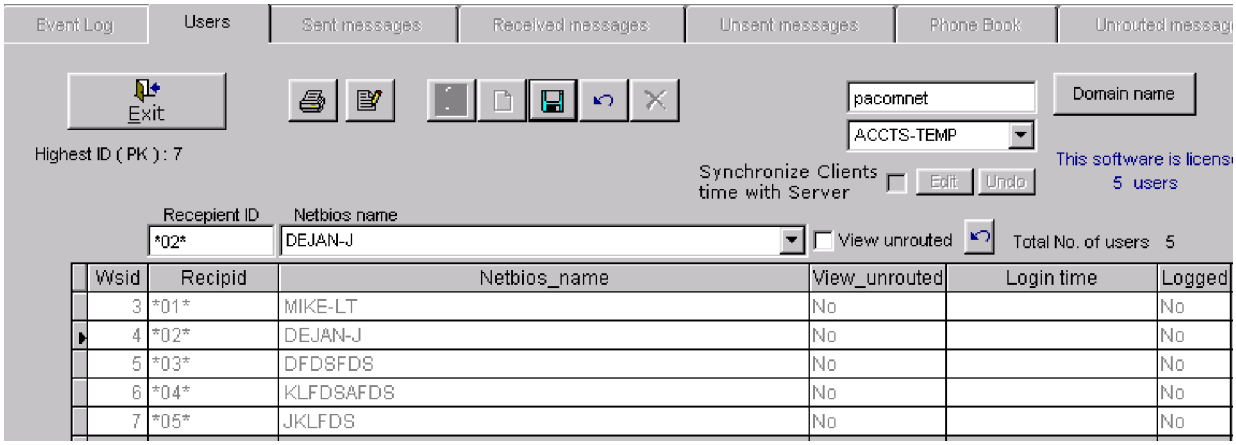
Unique values has to be entered for both Recipient ID and Netbios name.
"Netbios name " is the netbios name of the corresponding PC name where there is an installation of a WorkGroup.SMS Client application.
Every "user" i.e. WorkGroup.SMS Client needs to be entered in User's form with it's proper Computer name



To facilitate the input of WorkGroup.SMS Netbios name you can use the list of users from your local LAN network. Just type the domain name in the textbox above and click on Domain name button and list of all Computer names will appear in Netbios name combo box. From there on you can just select the proper one.

> To Save the data just click on the Save button.

> To Edit User details double-click on the record which you want edit. Fields for editing will open up.



> When finished with editing just click on Save button.

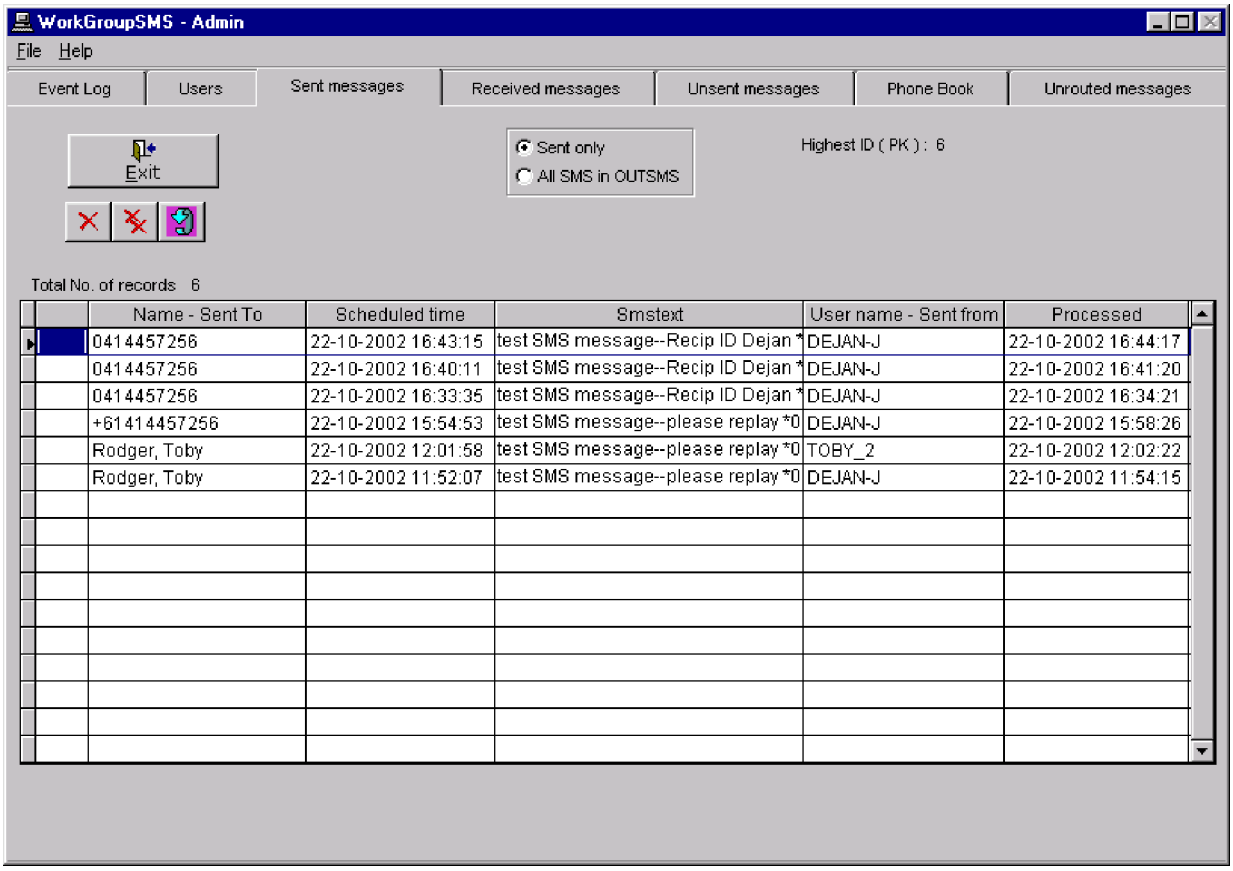
To Synchronize Clients time with Server (i.e. PC where WorkGroup.SMS Engine with database is installed) you will need to check the box.

This will force all WorkGroup.SMS Clients to synhronise time and date with the Server database automatically.

> View unrouted - by ticking this option, the administrator is allowing the specific user to view any unrouted messages that may be received by the WorkGroup.SMS engine. An unrouted message is where a SMS message has been received and that message does not have the required 4 character routing header in the SMS. The absence of a valid header means that the SMS message cannot be sent (routed) to any client' s PC.

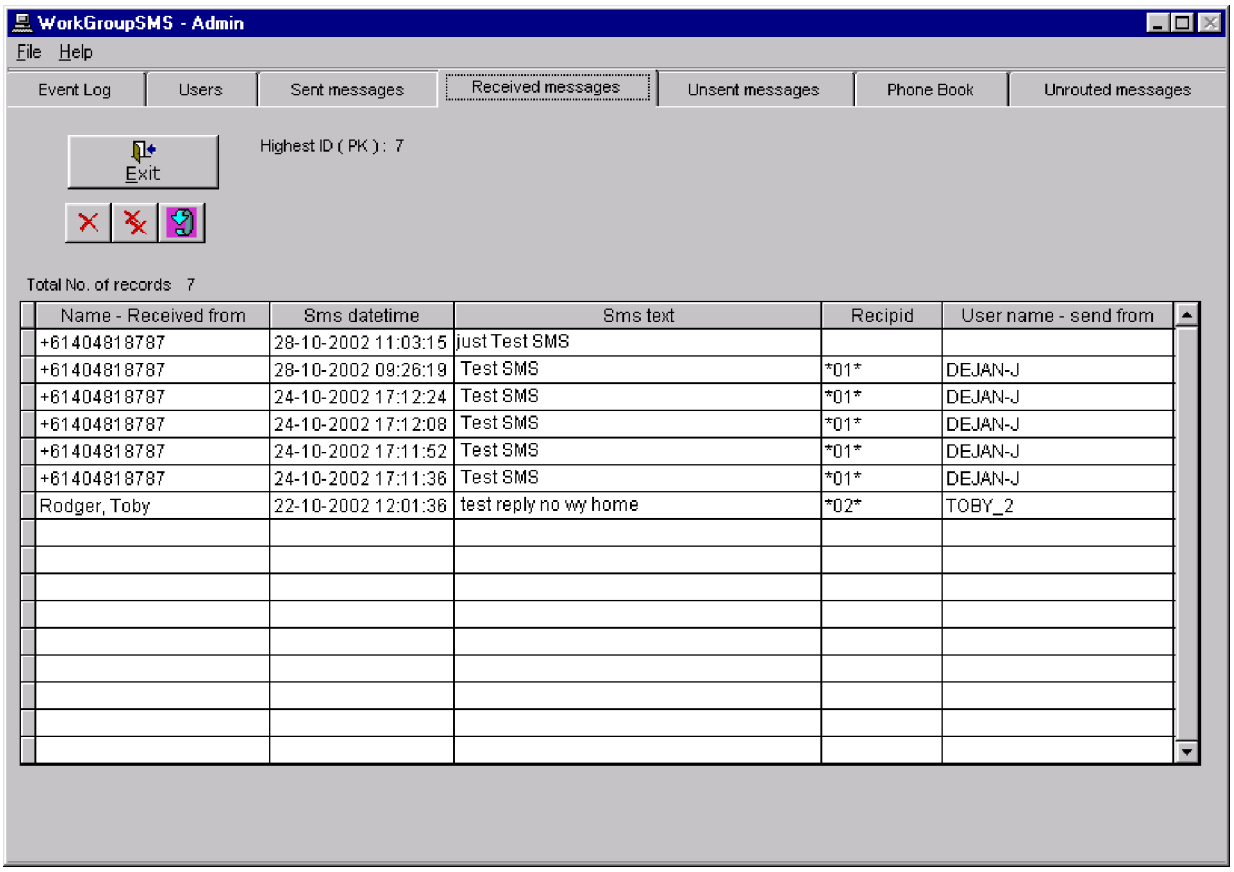
3.3 Sent Messages

This function monitors Sent messages from all users of WorkGroup.SMS. Administrator can delete all or one at the time.



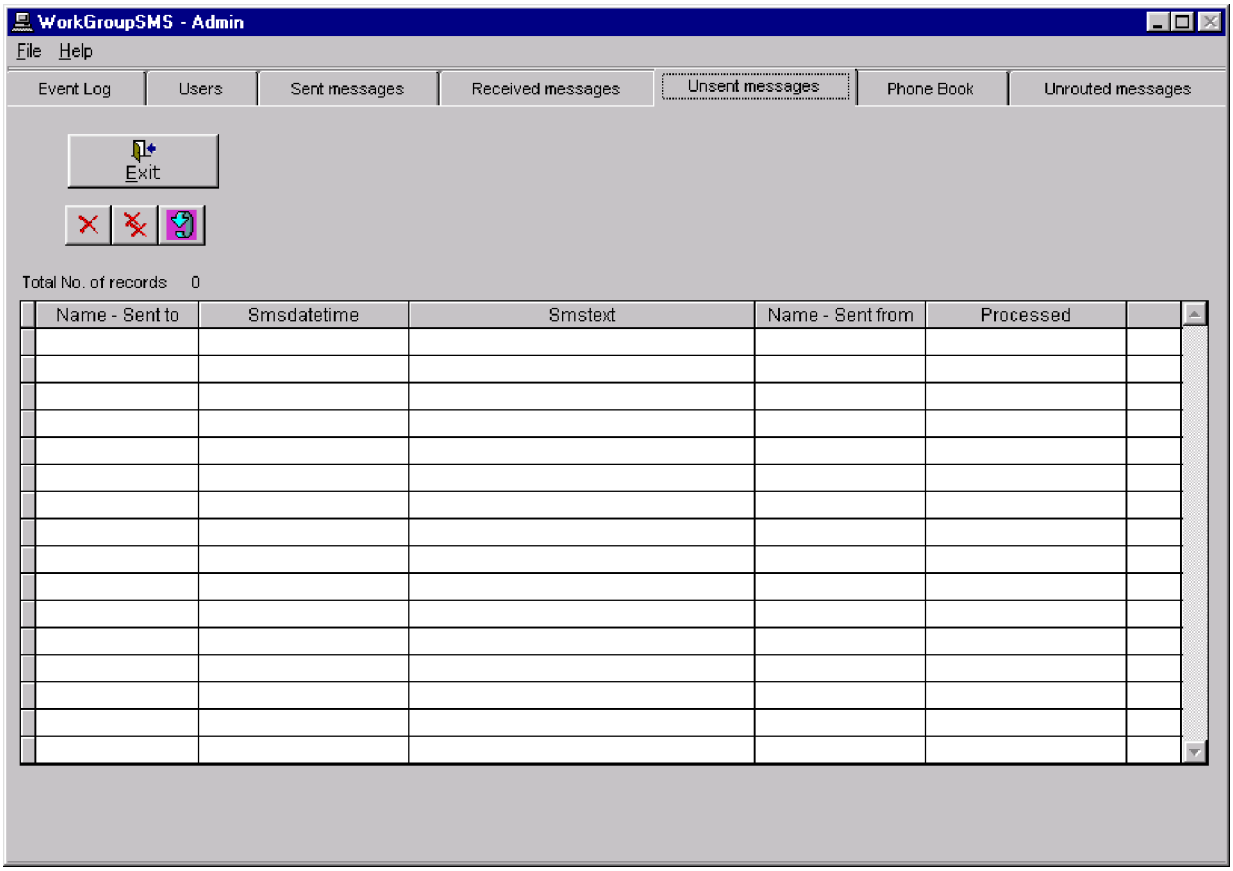
3.4 Received Messages

This function monitors Received messages from all users of WorkGroup.SMS. Administrator can delete all or one at the time.



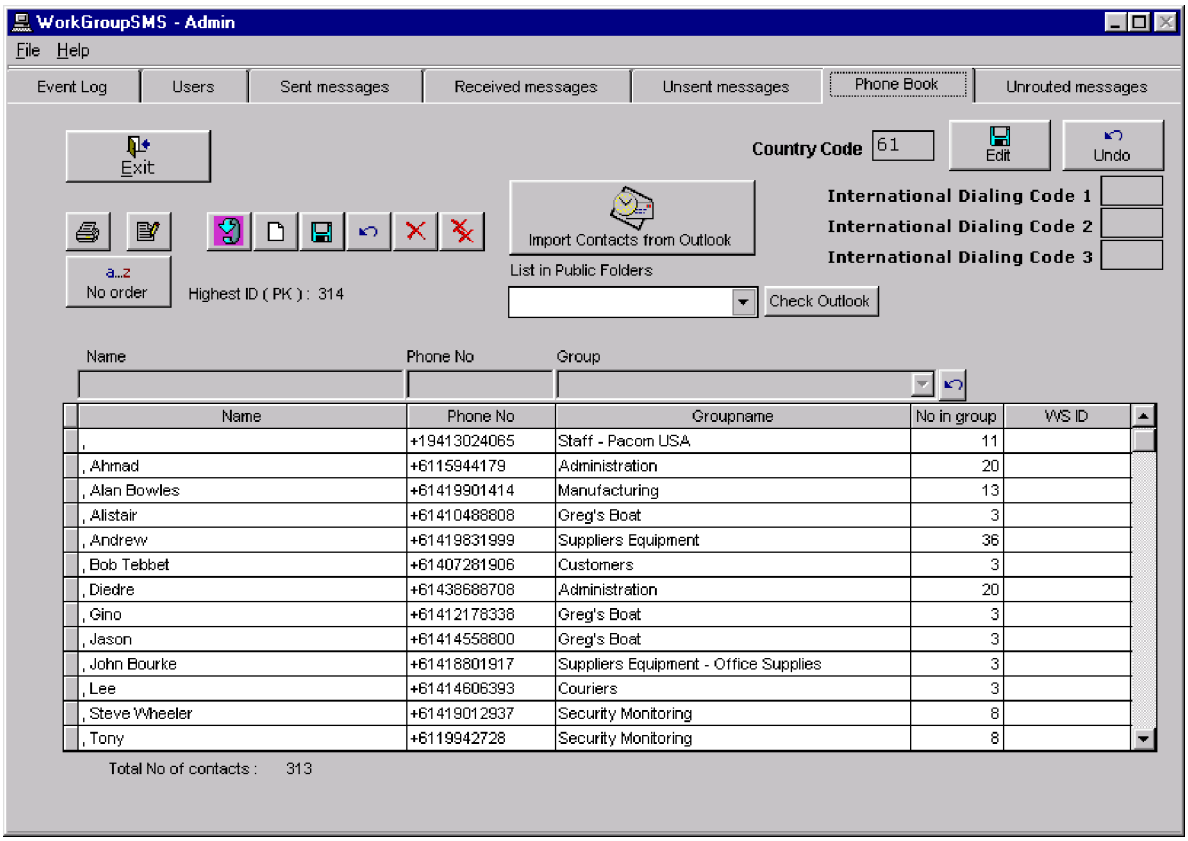
3.5 Unsent Messages

This function monitors Unsent/Scheduled messages from all users of WorkGroup.SMS. Administrator can delete all or one at the time. Records appear here only temporarily until they are not picked up by WorkGroup.SMS Engine. It gives an indication to the user that the SMS message(s) are in the queue and are waiting to be processed.



3.6 Phone Book

This function allows Administrator to Add/Edit or Delete records from the Global Phonebook as well as Importing Contacts from Microsoft® Outlook®.



3.6.1 Creating a New PhoneBook Entry

To create a new *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* page selected and click on the *Add New Record* button. This will open up the entry fields.

> In the *Name* field, please enter the name of the contact (maximum 40 characters).

> In the *Phone No* field, please enter the GSM mobile phone number of the contact (maximum 15 numbers).

Important. Please ensure that the GSM number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 8.1 for international dialling code numbers.

> In the *Group* field, please enter the name of the group in which you want the new contact to be placed (maximum 30 characters). To create a group, directly enter the name in the *Group* field. To select an existing group, click on the *Group* box arrow and select a group name.

> To clear all of the fields to re-enter information, click on the *Clear Values* button.

> Once all of the required contact information has been entered, you may save the entry by clicking on the *Save/Update Changes* button. This action will update the *Phone Book* contact list and display your new entry.

Name	Phone No	Groupname	No in group
Chris	+61404818707	MOBILEIT	2
MOBILEIT SOLUTIONS DATA	+61404818783	MOBILEIT	2

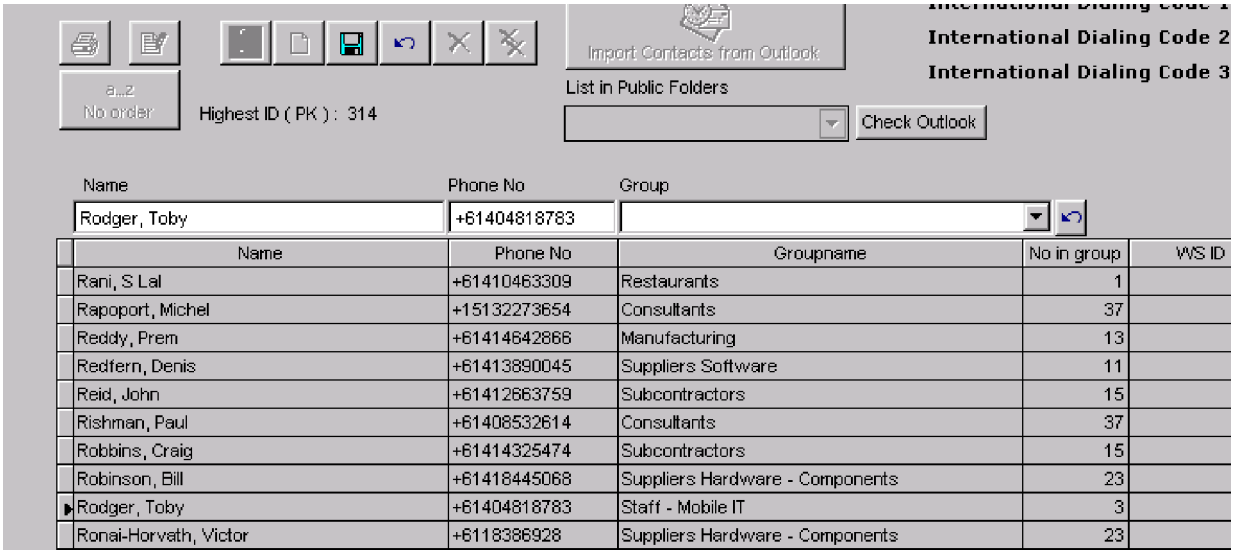
> To exit the *Add New Record* function without saving any changes, click on the *Cancel changes* button.

Each individual *Phone Book* entry must have a unique GSM mobile phone number. You may have two entries with the same name but you may not have two entries with the same GSM number. If you try to save an entry with a duplicate GSM number, WorkGroup.SMS will report *Phone Number must be unique!* and you must enter a new number.

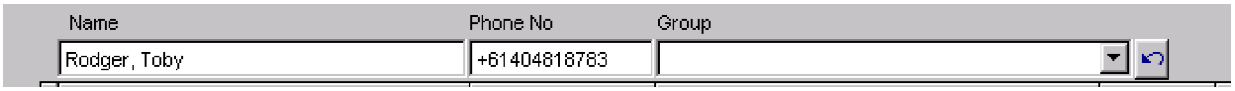
3.6.2 Editing a *Phone Book* Entry

To edit a *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and simply double-click on the entry you wish to edit.



> This will open up the entry fields.



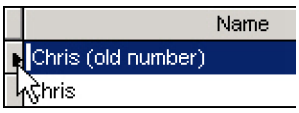
> You may now directly edit the entry fields and make changes.

> Once all of the editing has been completed, you may save the entry by clicking on the *Save/Update Changes* button. This action will update the *Phone Book* contact list.

3.6.3 Deleting a *Phone Book* Entry

To delete a *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and click on the entry you wish to delete.



> Click on the *Delete current record* button. You will be asked to confirm your action by the *PhoneBook table update…* window. If you click on *Yes*, this will irreversibly remove the current entry from the *Phone Book*. If you click on *No*, you will return to the *Phone Book* without having deleted the entry.

If you try to delete without having selected a record, WorkGroup.SMS will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.

Important. Deleted entries CANNOT be restored. Please ensure you have a sufficient backup copy of your contacts before you delete them.

3.6.4 Deleting All of the *Phone Book* Entries

To delete a *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and click on the *Delete all records from the PhoneBook* button. You will be asked to confirm your action by the *PhoneBook table update…* window. If you click on *Yes*, this will irreversibly remove all entries from the *Phone Book*. If you click on *No*, you will return to the *Phone Book* without having deleted any entries.

Important. Deleted entries CANNOT be restored. Please ensure you have a sufficient backup copy of your contacts before you delete them.

3.6.5 Sorting the *Phone Book* Entries

There are two ways of viewing the *Phone Book* entries: the first is by ascending/descending column values (e.g. names organised alphabetically) and the second is in their "natural order" (i.e. the order in which they were created).

WorkGroup.SMS will report which sorting order is currently enabled at the left-hand corner of the window (e.g. *Ordered by Name ascending*).

Ordered by Name ascending

To view the *Phone Book* entries in ascending/descending column values, please follow this procedure:

> Have the *Phone Book* window open and move the mouse to the top of the columns.

Name	Phone No	Groupname
Day, Mike	+61404818782	MOBILEIT (SALES)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Chin, Brian	+85290268728	PACOM BELL (ASIA)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)

> Click on a top column bar (e.g. *Name*) and WorkGroup.SMS will sort the column entries for you in ascending order.

Name	Phone No	Groupname
Chin, Brian	+85290268728	PACOM BELL (ASIA)
Day, Mike	+61404818782	MOBILEIT (SALES)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)

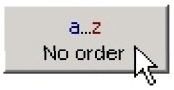
> Click on the top column bar again and the order will be reversed (i.e. descending).

Name	Phone No	Groupname
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)
Day, Mike	+61404818782	MOBILEIT (SALES)
Chin, Brian	+85290268728	PACOM BELL (ASIA)

Try sorting the *Phone No*, *Groupname* and *No in group* columns in the same fashion.

To view the *Phone Book* entries in the order in which they were created (i.e. to return them to their "natural state"), please follow this procedure:

> Have the *Phone Book* window open and click on the *a...z No order* button.



Name	Phone No	Groupname
Chin, Brian	+85290268728	PACOM BELL (ASIA)
Day, Mike	+61404818782	MOBILEIT (SALES)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)

> This action will cause the *Phone Book* to sort the contact entries into the order in which they were created.

Name	Phone No	Groupname
Day, Mike	+61404818782	MOBILEIT (SALES)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Chin, Brian	+85290268728	PACOM BELL (ASIA)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)

The entries created first will be at the top of the table, while the latest will be found at the bottom. This sorting function is ideal for manually checking newly imported contact details (for information on importing contact details, please refer to *section 3.6.6 and 3.6.7*).

Please note that it is not possible to change the row height or column width in the *Phone Book* table.

3.6.6 Exporting *Phone Book* Entries

All of the contacts in the *Phone Book* can be exported to an external file.

Exporting your *Phone Book* database is a useful way of backing-up your contact information for future reference.

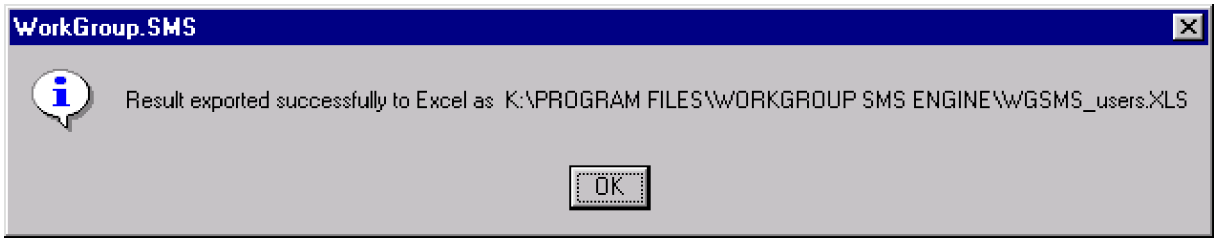
The export file will be in *.XLS* spreadsheet format and is compatible with Microsoft® Excel.

To export the *Phone Book* contact database to an *.XLS* file, please follow this procedure:

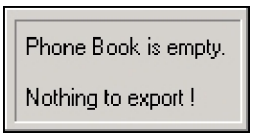
> Have the *Phone Book* window open and click on the *Export to Excel (.XLS)* button.

> WorkGroup.SMS will export the contact database file to the root folder where you installed the application (e.g. K*:\Program Files\ Workgroup SMS Engine* by default). You cannot change the location of the export.

> WorkGroup.SMS will report *Result exported successfully to Excel as K:\Program Files\Workgroup SMS Engine\WGSMS_users.XLS*.



If there are no records in the *Phone Book* database and you try to export, WorkGroup.SMS will report that the *Phone Book is empty. Nothing to Export!* and will not perform the action.



> Check in the folder for the exported file and view in Microsoft® Excel.

Examining the export file, you will notice that there are three columns:

	A	B	C
1	groupname	name	phone_number
2	BELL (MIDDLE EAST)	Vasan, Sreeni	+9739410701
3	COMMS XL LIMITED (UK)	Hall, Chris	+447976364025
4	MOBILEIT (DEVELOPMENT)	Jocic, Dejan	+61414457256
5	MOBILEIT (DEVELOPMENT)	Rodger, Toby	+61404818783
6	MOBILEIT (SALES)	Day, Mike	+61404818782
7	PACOM BELL (ASIA)	Chin, Brian	+85290268728
8	PACOM BELL (ASIA)	Hobo, Steven	+8613602706827

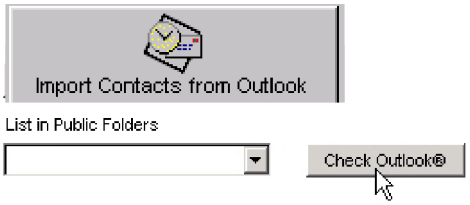
- The *groupname* column is a list of the group names as found in the *Phone Book.*
- The *name* column is a list of the names of the contacts.
- The *phone_number* column is a list of the GSM mobile phone numbers of the contacts.

3.6.7 Importing *Phone Book* Entries (Outlook®)

Importing existing contacts is an economical way of generating WorkGroup.SMS *Phone Book* entries.

To import entries from your Microsoft® Outlook® *Contacts* folder(s), please follow this procedure:

- When the *PhoneBook page* is selected, look at the right-hand side of the window for the import controls. Click on the *Check Outlook*® button to instruct WorkGroup.SMS to find your *Contacts* folder.

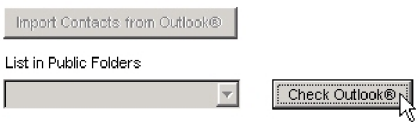


WorkGroup.SMS can only import contacts from Microsoft® Outlook® and not from other e-mail clients such as Microsoft® Outlook Express or Eudora®.

- WorkGroup.SMS will now display *Searching for Outlook Contacts folders…*.

If you have an empty Microsoft® Outlook® *Contacts* folder and instruct WorkGroup.SMS to check for entries, it will report that there is *Nothing to import!*. You must have contact entries in the *Contacts* folder to be able to import into the *Phone Book*.

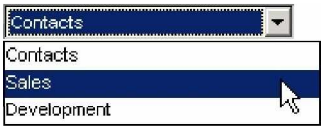
If you do not have a copy of Microsoft® Outlook® installed and yet instruct WorkGroup.SMS to check for *Contacts* folder entries, it will report that there is *Nothing to Import!* and will disable the import controls.



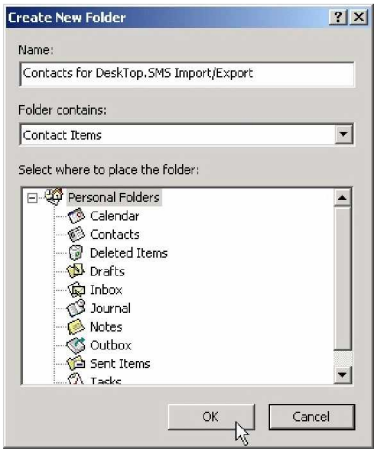
> Once WorkGroup.SMS has found the *Contacts* folder, it will display *Drop down list updated. Ready for import.*

> You may now select the folder containing the contacts you wish to import from the *List in Public Folders* drop down box.

If you have more than one sub-folder in your Microsoft® Outlook® *Contacts* file, you may select either the entire folder or alternatively, select a single sub-folder using the drop down box.



If you have a large number of different *Contact* folders and/or your *Personal Folder File (.PST)* resides on a network share, it is recommended that you create a new *Contacts* sub-folder locally on your PC and copy all of the entries into it that you wish to import into WorkGroup.SMS. You may then select the sub-folder when importing to WorkGroup.SMS and be precise as to which contact entries you will import.

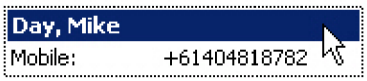


> Now you must click on the *Import Contacts from Outlook®* button to proceed with the import process.

> WorkGroup.SMS will now count the number of entries in the *Contacts* folder. It will inform you that it has *Found X contacts in Contacts folder*.

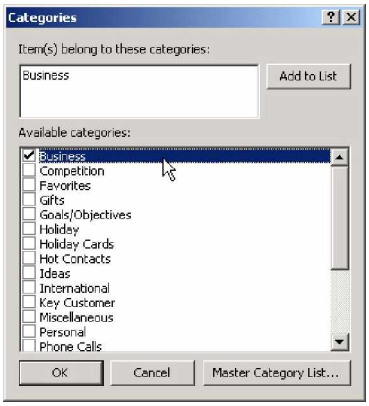
> WorkGroup.SMS will now check these contacts for their GSM mobile phone numbers and will report *Total contracts with Mobile No.s X in Contracts folder*.

WorkGroup.SMS <u>will only import contacts</u> that have a <u>corresponding mobile phone</u> number. If for example, you try to import 100 contacts but none of these has a mobile phone number, WorkGroup.SMS will not create any new *Phone Book* entries.



The GSM phone number imported from *Outlook*® does not have to be in international format in *Outlook*® .
During the import process, all GSM numbers are converted to the standard international format if they are not already in that format.
The import process adds the country code and replaces any number prefixes acording to the previously entered values in the phonebook configuration for Country Code, International Dialing Codes 1, 2 and 3.

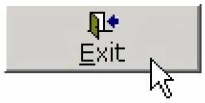
Try assigning entries in your Microsoft® Outlook® *Contacts* folder with categories. WorkGroup.SMS will recognise these categories during an import and create the appropriate *Phone Book Groupname*s for you. Please note that WorkGroup.SMS will only import one entry per GSM mobile phone number and that multiple entries with identical numbers are not allowed.



Groupname
Business

> WorkGroup.SMS will now copy these contacts across to the *Phone Book* and will report *Phone Book refreshed…*.

> Click on the *Exit the form* button to leave the *Administration* window.



> Back on the WorkGroup.SMS main window, click on the *Phone Book* button.

> The *Phone Book* window will now open and display your newly imported contacts.

Name	Phone No
Chin, Brian	+85290268728
Day, Mike	+61404818782
Hall, Chris	+447976364025
Hobo, Steven	+8613602706827
Jocic, Dejan	+61414457256
Rodger, Toby	+61404818783
Vasan, Sreeni	+973910701

You may now assign groups to the newly imported contacts by double-clicking on the individual entries and directly editing them.

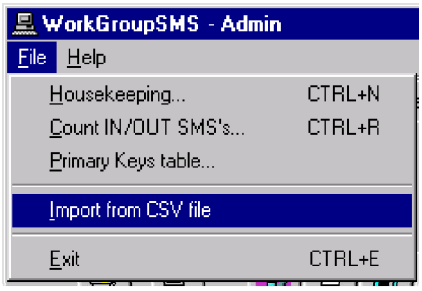
> You can now use the imported *Phone Book* entries to send SMS text messages.

3.6.8 Importing *Phone Book* Entries (*.CSV*)

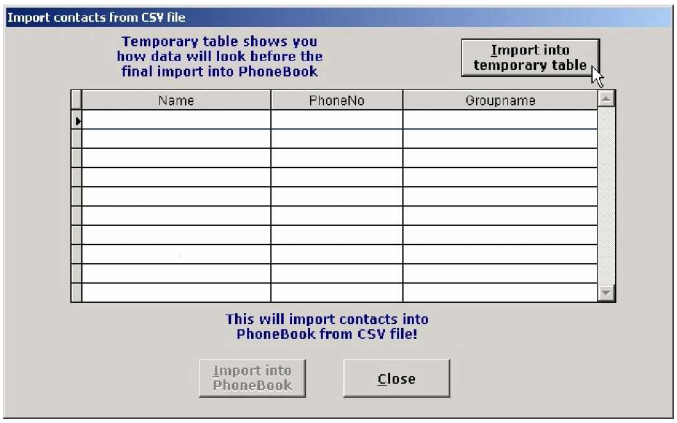
Importing existing contacts is an economical way of generating WorkGroup.SMS *Phone Book* entries.

To import entries from a comma-separated (*.CSV*) file, please follow this procedure:

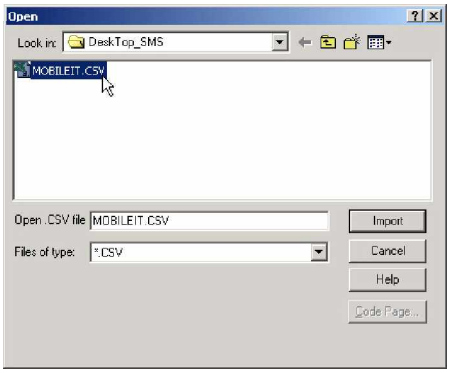
> Have the WorkGroup.SMS main window open and click on the *File* menu. Select the *Import from CSV File...* option.



> This will open the *Import contacts from CSV file* window.



> Click on the *Import into temporary table* button to enable the *Open* window. Using this window, select the *.CSV* file from which you wish to import your contacts.



Important. To correctly import *.CSV* files into the WorkGroup.SMS *Phone Book*, they must contain 3 fields separated by commas. The first field must be the *Name* of the contact, the second must be the *PhoneNo* and the third the *Groupname*.

I.e. "*Name*", "*PhoneNo*", "*Groupname*"

For example, "Jocic, Dejan","+61414457256","MOBILEIT (DEVELOPMENT)"
"Chris Hall","+447976364025","COMMS XL LIMITED"

Please note that WorkGroup.SMS will always ignore the contents of the first line of a *.CSV* file (i.e. the line usually occupied by the field descriptions).

The GSM phone number imported from *Outlook®* does not have to be in international format in *Outlook®* .

During the import process, all GSM numbers are converted to the standard international format if they are not already in that format.

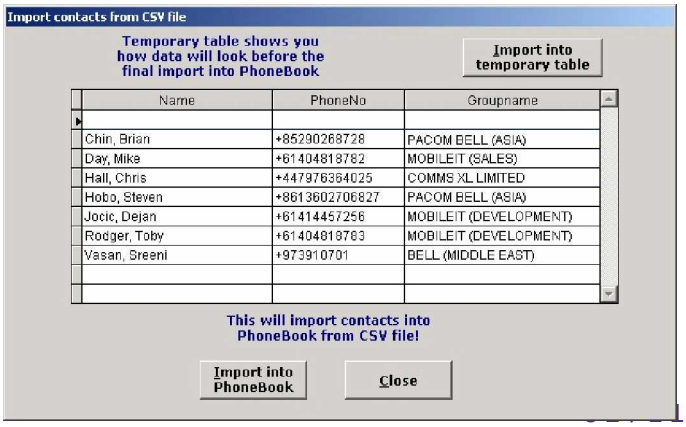
The import process adds the country code and replaces any number prefixes acording to the previously entered values in the phonebook configuration for Country Code, International Dialing Codes 1, 2 and 3.

If you try to import a file that contains no records, WorkGroup.SMS will report that the *Selected .CSV is empty. Nothing to import*. Please select a file that contains some entries and try again.

> Once you have selected your *.CSV* file, click on the *Import* button.

> WorkGroup.SMS will now scan the file for contact entries and will report *X records imported successfully from CSV file into temporary table!*.

> The *Temporary table* is used to illustrate how imported contact entries would look when you import them into the *Phone Book*.



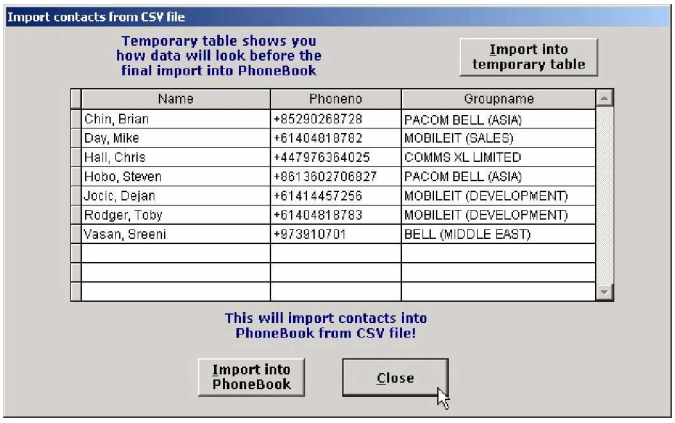
If the imported *.CSV* file does not fill the columns as was expected, or if the information is in the wrong place, please exit the window and modify the *.CSV* file (to mimic format shown above). Now try to load the file again.

Please note that during checking if two (or more) entries in the *.CSV* file have identical GSM phone numbers, the preceding entry will be overwritten by the following and treated as one record only. Also note that any entries in the checked *.CSV* file that have the same GSM number as an existing *Phone Book* contact, will overwrite their *Phone Book* counterparts.

> Once you are satisfied with the layout of the imported contacts on the *Temporary table* and you wish to import them into the *Phone Book*, click on the *Import into Phone Book* button.

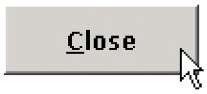
> WorkGroup.SMS will now copy the checked records in the *Temporary table* to *Phone Book* entries and will report that *X records imported successfully from CSV file into PhoneBook!*.

> The *Import contacts from CSV file* window will now display all of the contacts that were imported into the *Phone Book*.



Please note that WorkGroup.SMS will only import entries into the *Phone Book* if they have a GSM mobile phone number entered in the *Phoneno* field.

> The import function has now been completed. Click on the *Close* button to exit and return to the WorkGroup.SMS main window.



> You can now use the imported *Phone Book* entries to send SMS text messages.

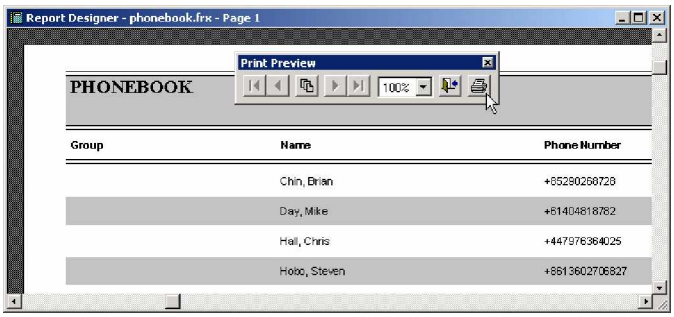
3.6.9 Printing the *Phone Book* Entries

The *Phone Book* entries may be printed to a printer connected to your PC. The printer may be either local or network mapped, but must be set as the default.

To print the *Phone Book* entries, please follow this procedure:

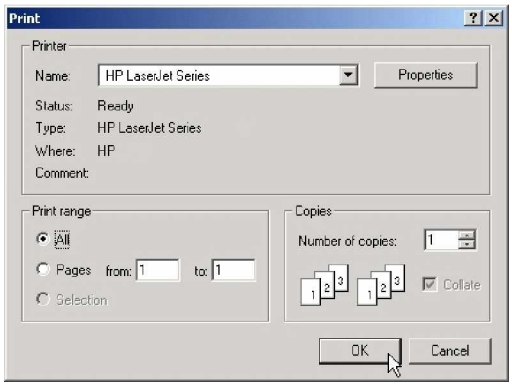
> Have *Phone Book* window open and click on the *Print* button.

> The *Report Designer* window will now open and display a print preview of the *Phone Book*. When you are ready to print the *Phone Book*, click on the *Print* button. A copy of the *Phone Book* entries will now be sent to the default printer.



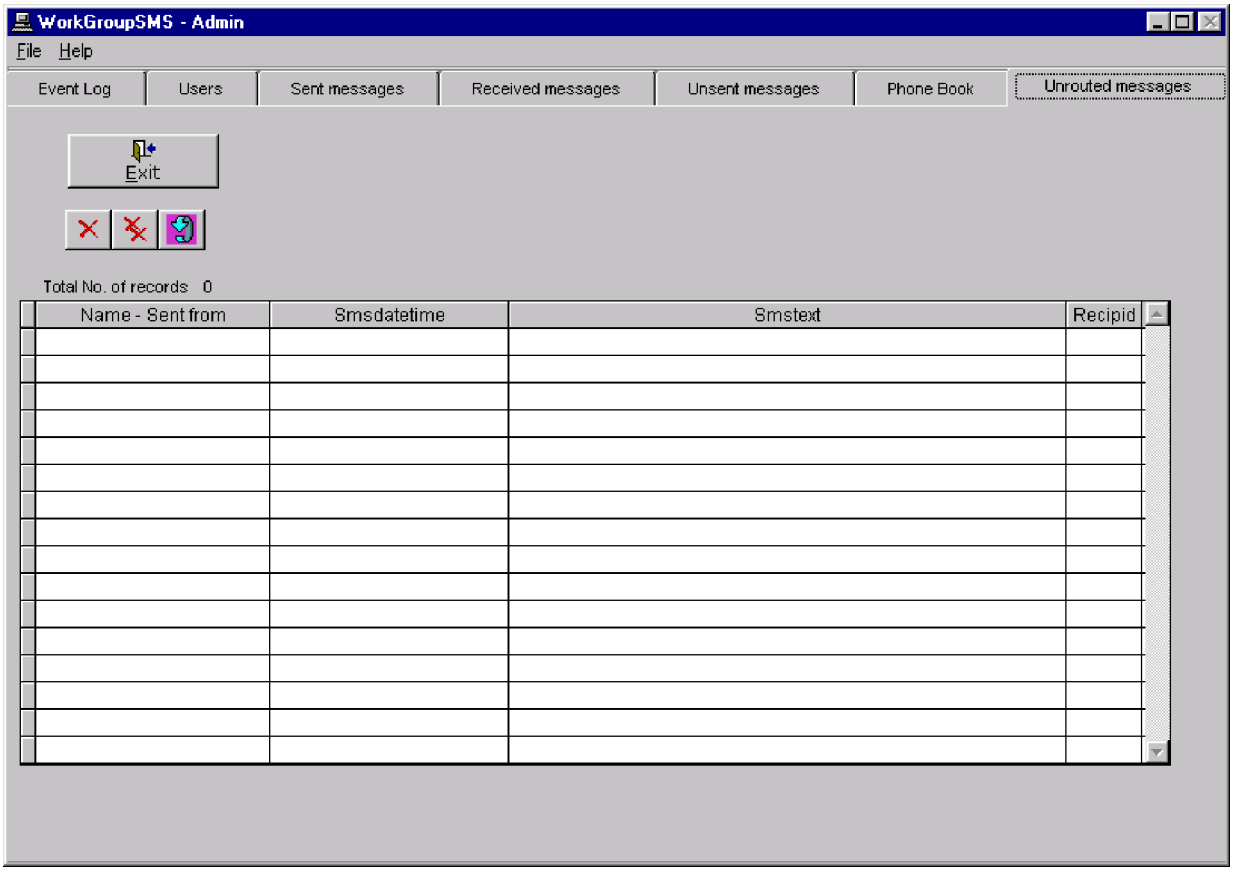
> To close the print preview, click on the *Exit* button.

You may print the *Phone Book* entries more directly (i.e. without having to open the preview), by right clicking on the *Print* button to open the *Print* window. Click on *OK* to send a copy direct to the default printer (or choose a different location).



3.7 Unrouted Messages

This function monitors Received but unrouted messages from all users of WorkGroup.SMS. Administrator can delete all or one at the time. This log is for all received SMS messages which doesn't have recipient ID in its header so it is treated as unrouted message.

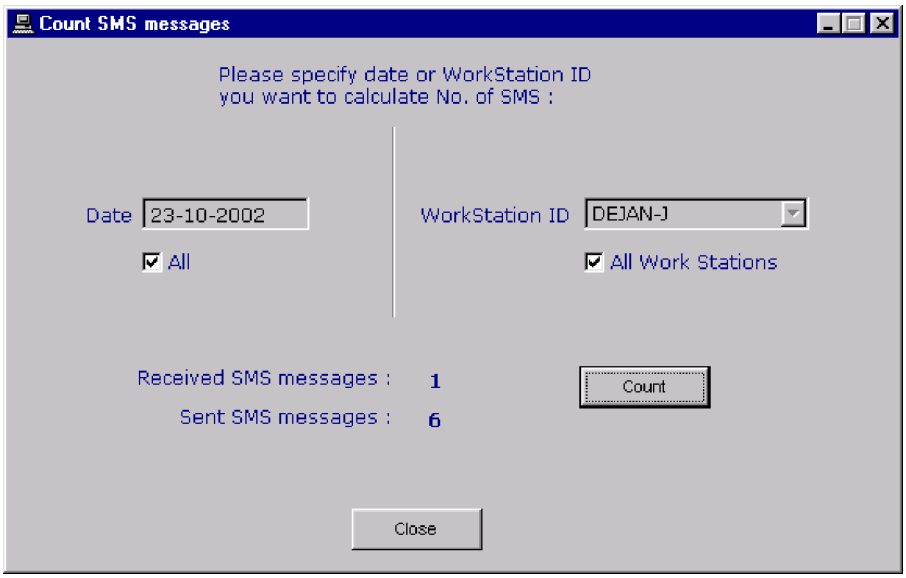


Users can be given permission by Administrator to view unrouted messages on individual bases.

Wsid	Recipid	Netbios_name	View_unrouted
1	*01*	DEJAN-J	No
2	*02*	TOBY_2	Yes
3	*03*	USER3	No

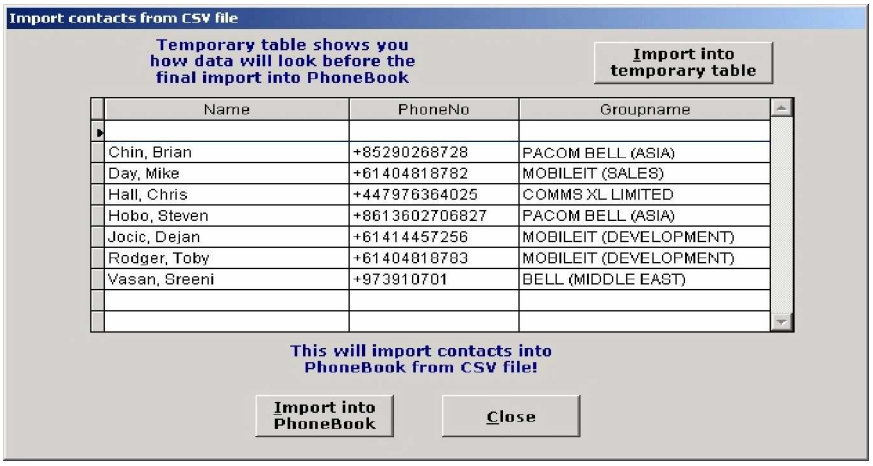
3.8 Count IN/OUT SMS Messages

This function provides Administrator of summary of how many messages has been Sent/Received per day, per user or total for all users.



3.9 Import from .CSV file

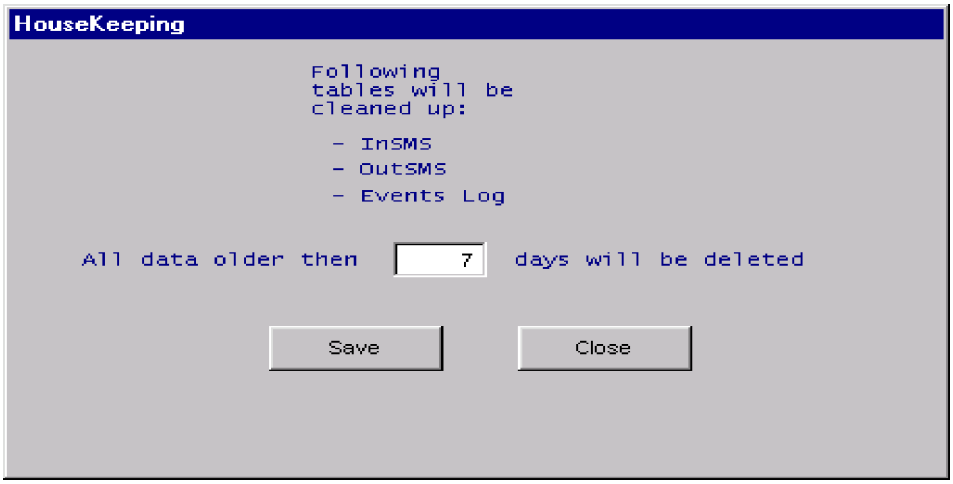
This function allows administrator to import contacts from .CSV file into Phone Book. See section *3.6.8 Importing Phone Book Entries (.CSV)*



3.10 Housekeeping

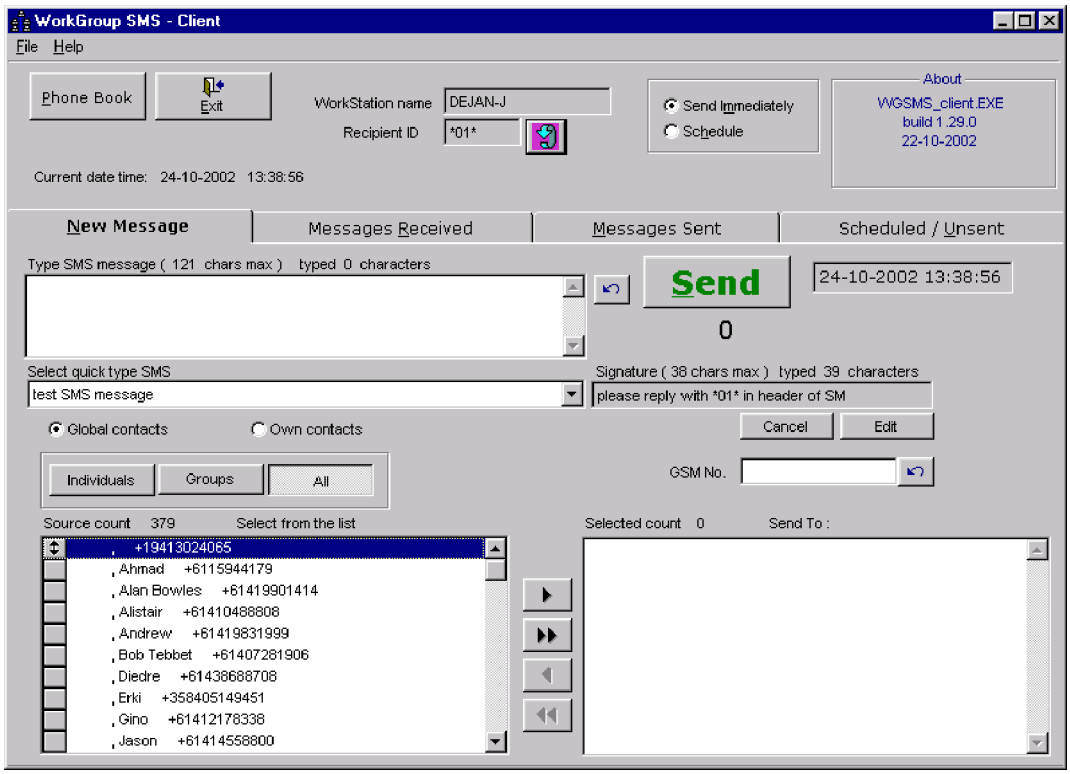
This function is to specify criteria for permanently removing records from the WorkGroup.SMS database as well as reindexing all tables. As shown on the picture bellow all records from INSMS, OUTSMS and EVENTS LOG table will be deleted if they are older then 7 days. Other tables will be just reindexed.

This function is required on a periodic basis as table indexes can get out of synch. Example is abnormal shutdown of the PC while application was reading or writing data to the hard disk.

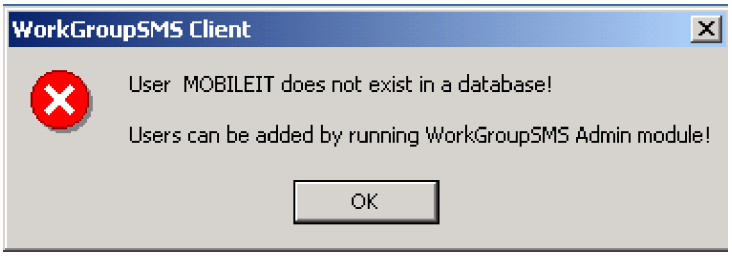


4. Using WorkGroup.SMS Client

This module enables WorkGroup.SMS users to compose, send, receive and organise SMS text messages. This section will describe how you can compose and send a text message.



Each user of the WorkGroup.SMS Client module has to be entered in WorkGroup.SMS Admin module. For example if user by the network name MOBILEIT tried to use WorkGroup.SMS Client and is not in Users database then the following message will be displayed.

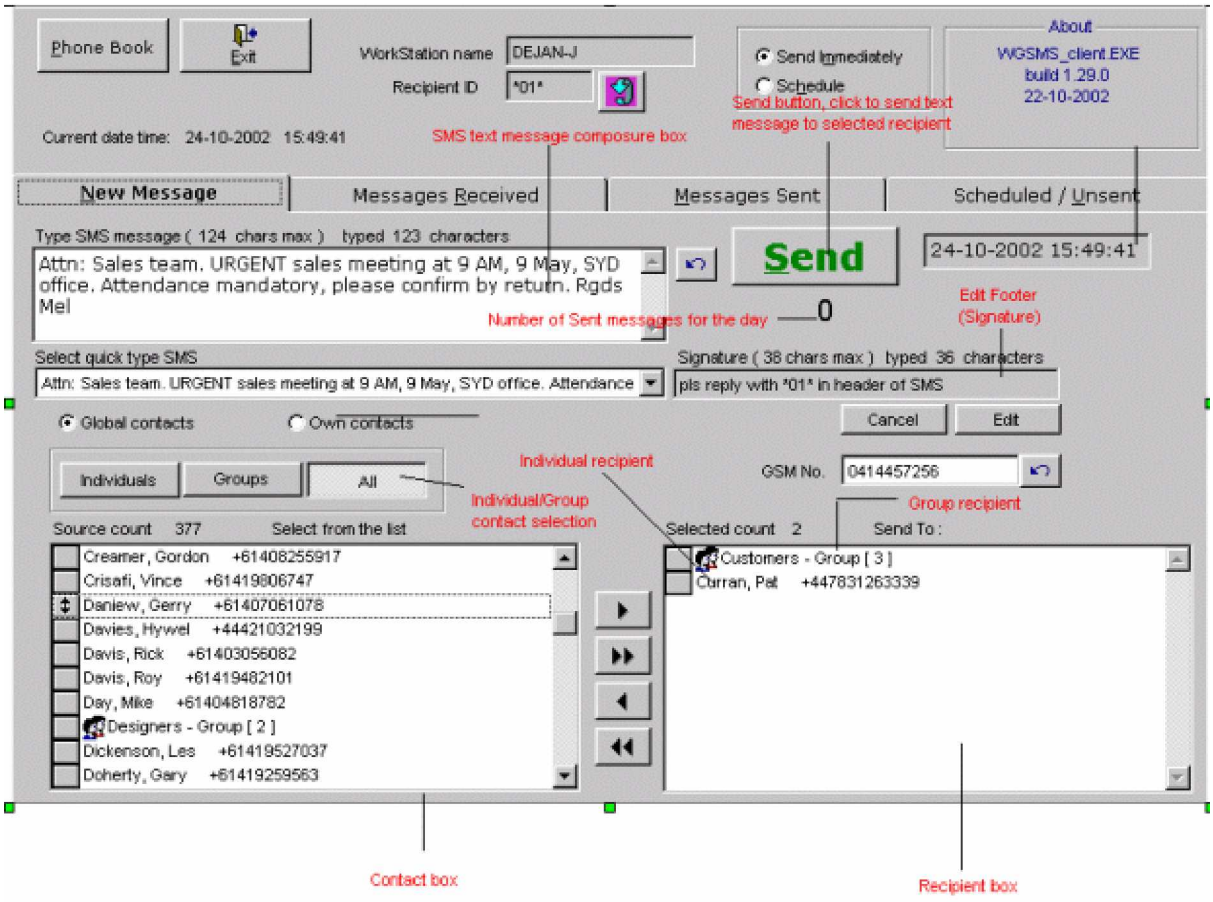


4.1 New Message Controls

You will notice that WorkGroup.SMS Client has 4 tab sections on the main window. These tab sections are known as the *New Message* tab, the *Messages Received* tab, the *Messages Sent* tab, the *Scheduled / Unsent* tab and are used to send and organise text messages.

When you wish to send a text message, you must make sure the *New Message* tab is to the front.

The controls on the *New Message* tab are illustrated as follows:

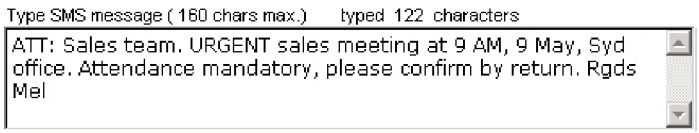


4.2 Sending a New text message

To send a new text message using WorkGroup.SMS, please follow this procedure:

> Have the WorkGroup.SMS main window open displaying the *New Message* tab.

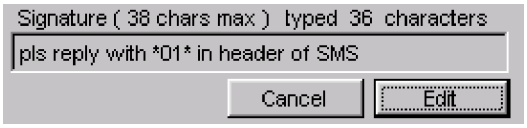
> Type your text message using the *Composure* box. Please note that SMS text messages allow a maximum of 160 characters per message and do not allow "Enter"/carriage-returns. WorkGroup.SMS displays the number of characters you have typed above the *Composure* box.



You can use the *Cut*, *Copy* and *Paste* commands in the *Composure* box and in the *GSM No.* field.

Try using acknowledged abbreviations to shorten your text message (e.g. ATT = attention, ASAP = as soon as possible, MGMT = management, MSG = message, RGDS = regards, TEL = telephone, THX = thanks etc…).

> Footer (Signature) will be appended to your SMS so you can notify recipient i.e. mobile user of how to reply directly to the you. Since every User in WorkGroupSMS has a unique recipient ID, messages sent back with proper heading e.g. *01* will be re-routed properly through corporate network and reach the User who initiated SMS.

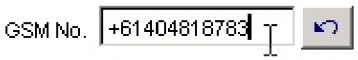


> With WorkGroup.SMS, you can store pre-typed text messages for convenience. These can be accessed from the *Select quick type SMS* box. Select the pre-typed text message you want and WorkGroup.SMS will fill the *Composure* box for you. For more information on creating pre-typed *Quick SMS* text messages, refer to section 4.10.2

> Once you have a text message that is ready to send, you must now select the recipients of the text message. You may send the message to an individual, a pre-defined group or a mixture of individual/group entries. For information regarding the creation and use of

Phone Book entries, please refer to section 3.6.

> To type the recipient number, click on the *GSM No.* field and enter the number of the mobile phone to whom you wish to send your text message.

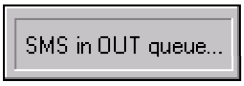


Important. Please ensure that the GSM number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 8.1 for international dialling code numbers.

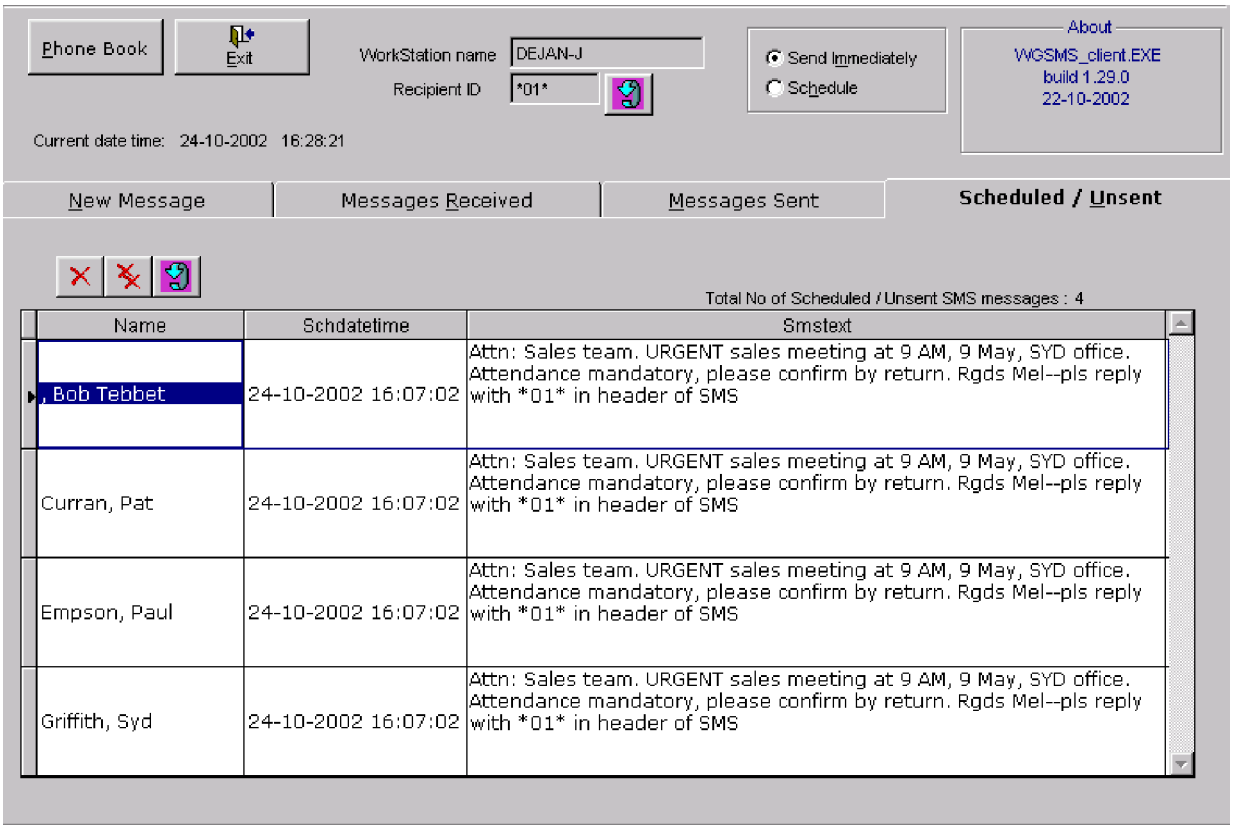
> Now you may send the text message by clicking on the *Send* button. This will create a record in WorkGroup.SMS database and WorkGroupSMS Engine will send your text message over the mobile phone network.

> You will see first notification

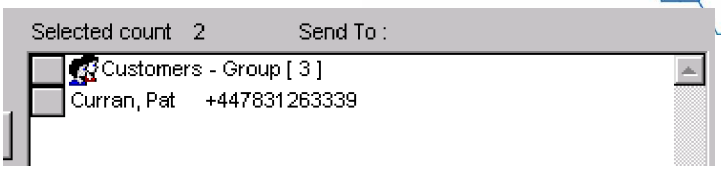
and then.



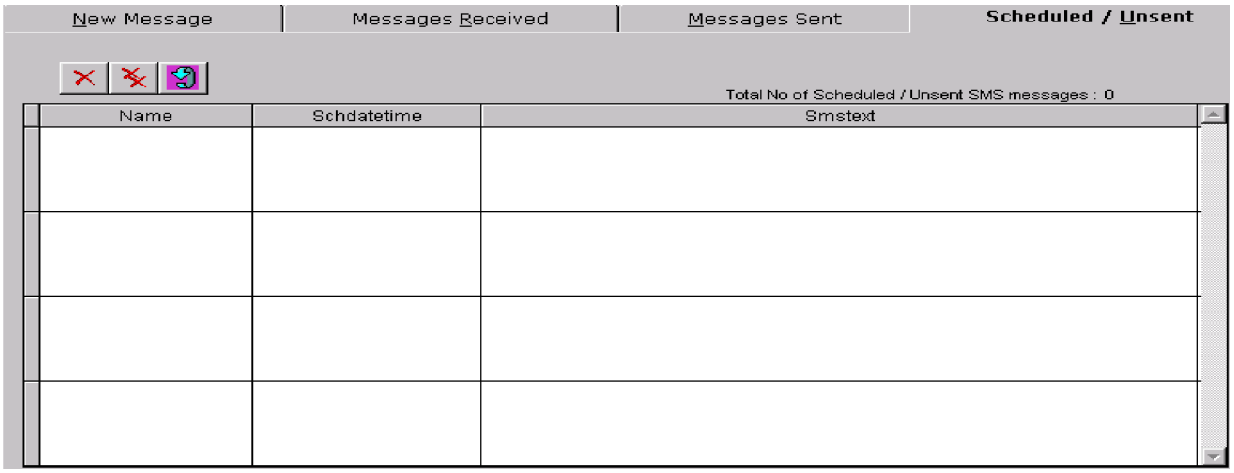
This means that message is delivered to the WorkGroup.SMS Engine for the processing. To verify that the message is in the queue click on the *Scheduled / Unsent* tab and note the message you just typed in.

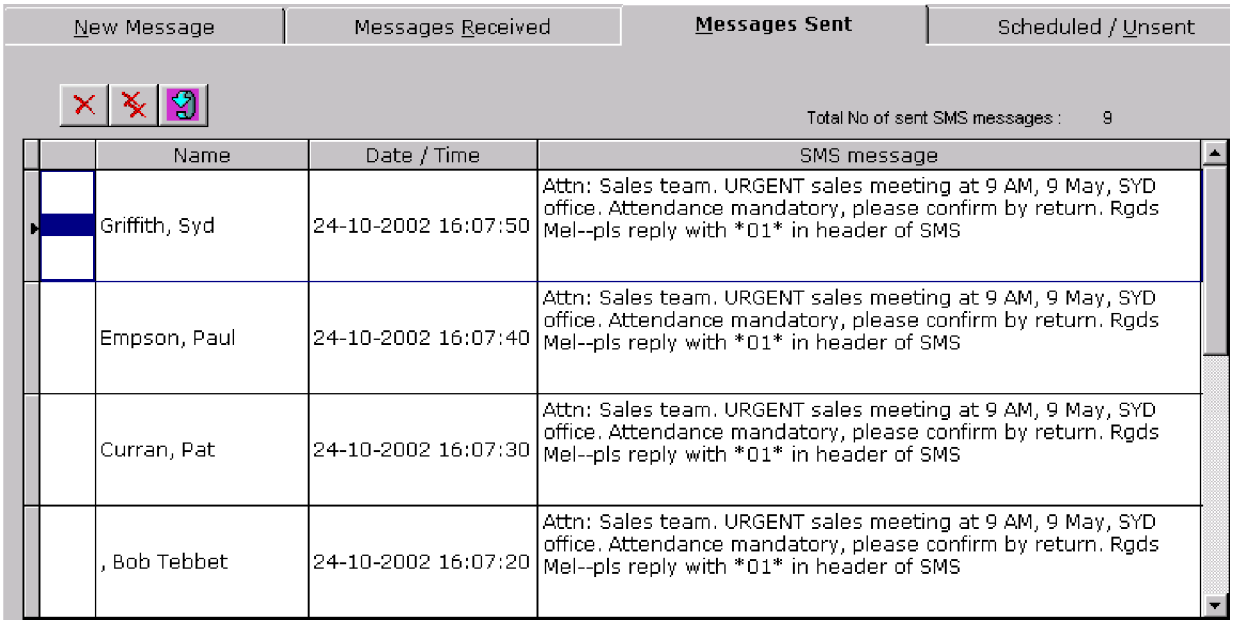


> In our case since we selected to sent our message to group by the name Customers (3) and to individual Curran Pat WorkGroupSMS will create 4 records for the Engine to processes.



> Once the WorkGroup.SMS Engine has been delivered to GSM network our records will disappear from the list *Unsent / Scheduled* and will appear in list *Messages Sent*





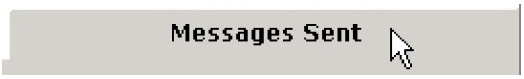
> You have now sent 4 new text messages!

WorkGroup.SMS will record the number of text messages sent throughout the day and display the amount beneath the *Send* button. As each new day rolls over, WorkGroup.SMS will reset this counter.

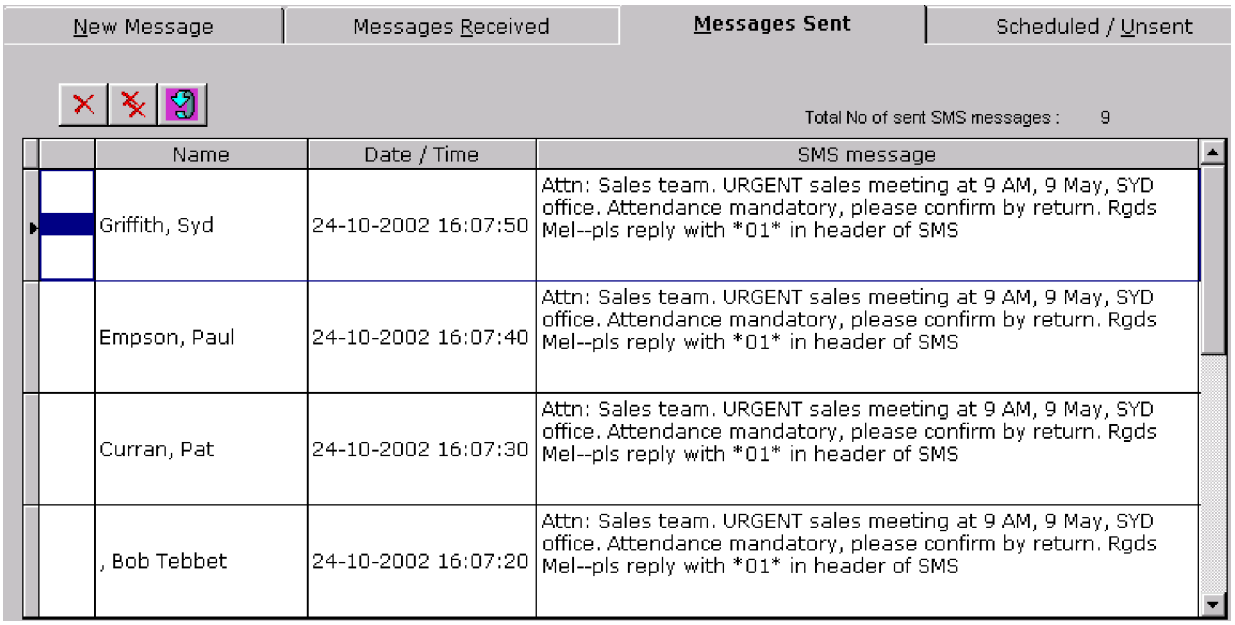
4.3 Viewing the List of Sent Text Messages

To view the list of sent text messages, please follow this procedure:

> Have the WorkGroup.SMS main window open displaying the *Messages Sent* tab.



> The *Messages Sent* tab will display a database records of all of the previously sent text messages in a spreadsheet form and in chronological order with most recently sent messages on the top.



	Name	Date / Time	SMS message
	Griffith, Syd	24-10-2002 16:07:50	Attn: Sales team. URGENT sales meeting at 9 AM, 9 May, SYD office. Attendance mandatory, please confirm by return. Rgds Mel--pls reply with *01* in header of SMS
	Empson, Paul	24-10-2002 16:07:40	Attn: Sales team. URGENT sales meeting at 9 AM, 9 May, SYD office. Attendance mandatory, please confirm by return. Rgds Mel--pls reply with *01* in header of SMS
	Curran, Pat	24-10-2002 16:07:30	Attn: Sales team. URGENT sales meeting at 9 AM, 9 May, SYD office. Attendance mandatory, please confirm by return. Rgds Mel--pls reply with *01* in header of SMS
	, Bob Tebbet	24-10-2002 16:07:20	Attn: Sales team. URGENT sales meeting at 9 AM, 9 May, SYD office. Attendance mandatory, please confirm by return. Rgds Mel--pls reply with *01* in header of SMS

> There are four columns within the *Messages Sent* table. These are:

1) *Column with no heading* (if message didn't went through the GSM network WorkGroup.SMS will write ERR in this column),

2) *Name* column (where the name or number of the message recipient is displayed),

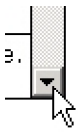
3) *Date/Time* column (that records the date and time that the message was sent)

4) *SMS message* column (where the text content of the message is recorded).

If you used a *Phone Book* entry when sending your text message, the corresponding name will appear in the *Name* column. If you entered a GSM number manually however, then only the number will be shown in the *Name* column.

> The *Messages Sent* table will record sent text messages in chronological order. The most recently sent message will be displayed on the top row and the oldest message will be displayed at the bottom.

> There are four rows within the *Messages Sent* table. If your table contains more than four messages, you may use the scroll bar on the right-hand side of the table to scroll up and down.



You can use the *Copy* command on the *Messages Sent* table.

> Text message records remain in the table until they are manually deleted. To delete a single record, first select the record as described above and click on the *Delete current record* button. You will be asked to confirm your action by the *WorkGroup.SMS table update...* window. If you click on *Yes*, this will irreversibly remove the current record from the database. If you click on *No*, you will return to the *Messages Sent* tab without having deleted the record.

If you try to delete without having selected a record, WorkGroup.SMS will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.

> If you wish to delete all of the records in the *Message Sent* table, click on the *Delete all records* button. You will be asked to confirm your action by the *Messages Sent table update...* window. If you click on *Yes*, this will irreversibly remove all records from the database. If you click on *No*, you will return to the *Messages Sent* tab without having deleted any records.

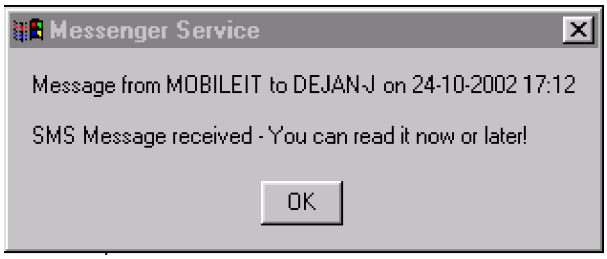
Important. Deleted records CANNOT be restored. Please ensure you have a sufficient backup copy of the records before you delete them. For information on backing up your records, please refer to section 12.2.

4.4 Receiving Text Messages

WorkGroup.SMS will receive SMS text messages automatically.

At predefined intervals, WorkGroup.SMS Engine checks the SIM card in your GSM MODEM for new messages. If it finds a new text message and if reads the recipientID in the header of the SMS message, it will re-route to appropriate WorkGroup.SMS user and report using net SEND command that a *Message from <server name> to <net user name> on current date/time. SMS message received – You can read it now or late!* (see picture bellow)

Clicking on the *OK* button will open the newly arrived text message in the *Messages Received* tab.



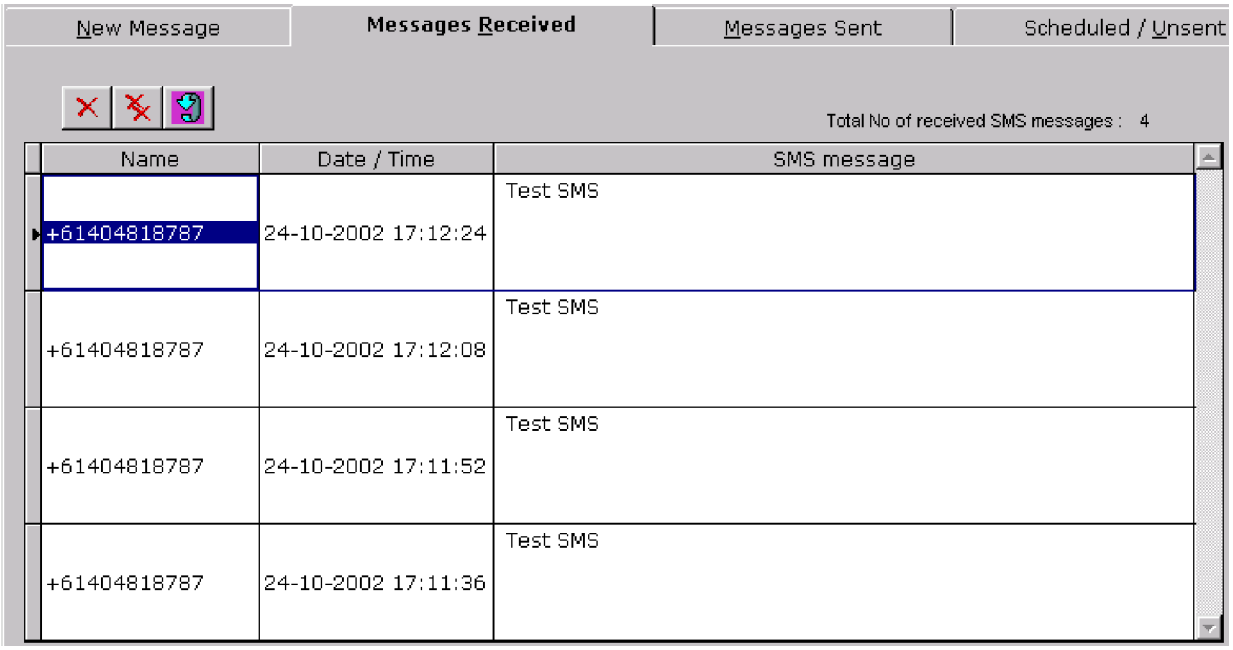
Important. For WorkGroup.SMS to be able to receive new SMS text messages, you must have the GSM MODEM on and have the WorkGroup.SMS Engine application running.
WorkGroup.SMS Client need not be running but user will be notified as WorkGroup.SMS Engine will send notify the appropriate network WorkGroup.SMS user.
If the user wishes to read the received SMS message and the WorkGroup.SMS Client application is not running at the time, they will need to start the WorkGroup.SMS Client application before the message can be viewed.

4.5 Viewing the List of Received Text Messages

To view the list of received text messages, please follow this procedure:

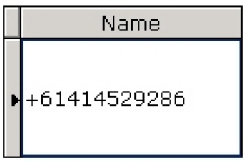
> Have the WorkGroup.SMS main window open displaying the *Messages Received* tab.

> The *Messages Received* tab will display a database record of all of the received text messages as a table.



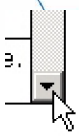
> There are three columns within the *Messages Received* table. These are: the *Name* column (where the name or number of the message sender is displayed), the *Date/Time* column (that records the date and time that the message was sent) and the *SMS message* column (where the text content of the message is recorded).

If the GSM number of the sender corresponds to *Phone Book* entry, their name will appear in the *Name* column. If not, then only the GSM number will be shown.



> The *Messages Received* table will record received text messages in chronological order. The most recently received message will be displayed on the top row and the oldest message will be displayed at the bottom.

> There are four rows within the *Messages Received* table. If your table contains more than four messages, you may use the scroll bar on the right-hand side of the table to scroll up and down.



You can use the Copy command on the *Messages Received* table.

> Text message records remain in the table until they are manually deleted. To delete a single record, first select the record as described above and click on the *Delete current record* button. You will be asked to confirm your action by the *WorkGroup.SMS table update...* window. If you click on *Yes*, this will irreversibly remove the current record from the database. If you click on *No*, you will return to the *Messages Received* tab without having deleted the record.

If you try to delete without having selected a record, WorkGroup.SMS Client will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.

> If you wish to delete all of the records in the *Message Received* table, click on the *Delete all records* button. You will be asked to confirm your action by the *Messages Received table update...* window. If you click on *Yes*, this will irreversibly remove all records from the database. If you click on *No*, you will return to the *Messages Sent* tab without having deleted any records.

4.6 Exporting Received and Sent Message Records

All of the text messages in the *Messages Received* and *Messages Sent* tables can be exported to an external file.

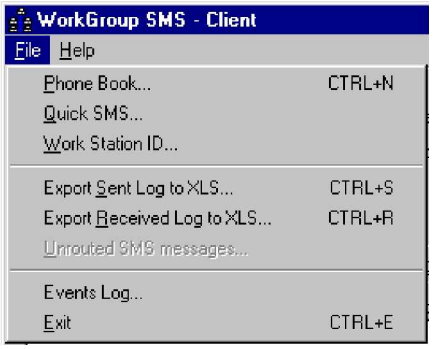
Exporting your message database is a useful way of backing-up your text message correspondence for future reference.

All files are exported in *.XLS* spreadsheet format to be compatible with Microsoft® Excel.

4.6.1 Exporting Received Message Records

To export the *Messages Received* database to an *.XLS* file, please follow this procedure:

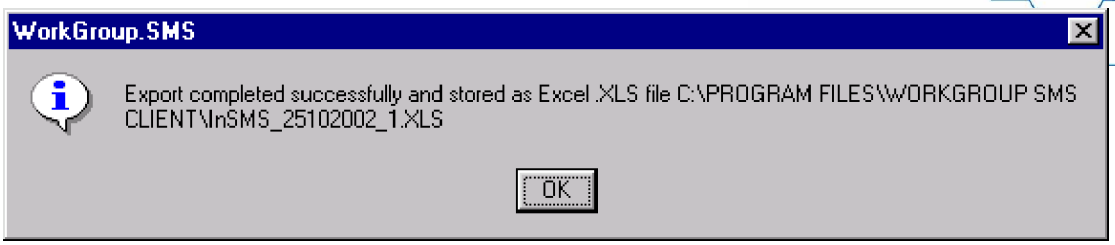
- Have the WorkGroup.SMS Client main window open and click on the *File* menu. Select the *Export Received Log to XLS...* option. Alternatively, simply press *CTRL-R*.



- The *Export Messages Received log* screen will ask you to verify the export action. Click on *OK* to continue or click on *Close* to exit without exporting.

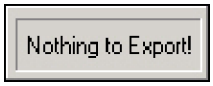
- WorkGroup.SMS Client will always export the *Messages Received* database file to the root folder where you installed the application (e.g. *C:\Program Files\WorkGroup SMS Client* by default). You cannot change the location of the export.

- WorkGroup.SMS will report *Export completed successfully and stored as Excel XLS file C:\Program Files\\WorkGroup SMS Client\InSMS_29042002_1.XLS*.



Exported filename definition: *InSMS* = from the *Messages Received* database, *25102002* = the date in DDMMYYYY format and *1* = part 1 (note that 2 parts are only generated when an extremely large number of records are exported - greater than 16,384 records).

If there are no records in the *Messages Received* database and you try to export, WorkGroup.SMS will report that there is *Nothing to Export!* and will not perform the action.



> Check in the folder for the exported file and view in Microsoft® Excel.

Examining the export file, you will notice that there are four columns:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	name	phoneno	smsdatetime	smstext									
2	Mike	+61404818783	4/26/2002 14:24:36	Hi Mel, confirming attendance of sales meeting. Thanks, Mike.									
3	Marion	+61414529286	4/26/2002 16:00:43	sorry mel, can't make it as have hospital appointment. Pls fwd sales forcast by e-mail. cheers, marion.									
4	Chris	+61404818707	4/26/2002 16:32:41	THANKS FOR SMS, WILL BE THERE, SEE YOU ON TUESDAY.									

> The *name* column is a list of the names of the senders as found in the *Phone Book*. If the sender does not have a *Phone Book* entry, this cell will be left blank.

> The *phoneno* column is a list of the GSM phone numbers of the senders.

> The *smsdatetime* column is a list of the dates and times that the messages were received (in MM/DD/YYYY hh:mm:ss format).

> The *smstext* column is a list containing the contents of the received text messages.

4.6.2 Exporting Sent Message Records

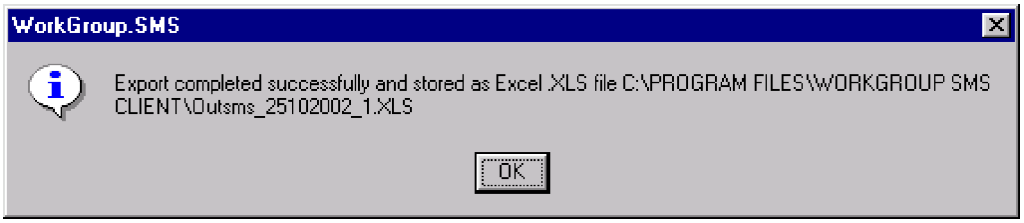
To export the *Messages Sent* database to an *.XLS* file, please follow this procedure:

> Have the WorkGroup.SMS Client main window open and click on the *File* menu. Select the *Export Sent Log to XLS...* option. Alternatively, simply press *CTRL-S*.

> The *Export Messages Sent log* screen will ask you to verify the export action. Click on *OK* to continue or click on *Close* to exit without exporting.

> WorkGroup.SMS will always export the *Messages Sent* database file to the root folder where you installed the application (e.g. *C:\Program Files\WorkGroup SMS Client* by default). You cannot change the location of the export.

> WorkGroup.SMS will report *Export completed successfully and stored as Excel XLS file C:\Program Files\ WorkGroup SMS Client \Outsms_25102002_1.XLS*.



Exported filename definition: *Outsms* = from the *Messages Sent* database, *25102002* = the date in DDMMYYYY format and *1* = part 1 (note that 2 parts are only generated when an extremely large number of records are exported).

If there are no records in the *Messages Sent* database and you try to export, WorkGroup.SMS Client will report that there is *Nothing to Export!* and will not perform the action.

> Check in the folder for the exported file and view in Microsoft® Excel.

Examining the export file, you will notice that there are four columns:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	name	phoneno	smsdatetime	smstext									
2		+61404818783	4/26/2002 14:10:01	test SMS message									
3	SALES TEAM	+61414529286	4/26/2002 14:10:36	ATT: Sales team. URGENT sales meeting at 9 AM, 9 May, Syd office. Attendance mandatory, please confirm									
4	Mike	+61404818707	4/29/2002 09:31:09	Mike, please phone the office ASAP.									

> The *name* column is a list of the names of the recipients as found in the *Phone Book.* If the recipient does not have a *Phone Book* entry, this cell will be left blank.

> The *phoneno* column is a list of the GSM phone numbers of the recipients.

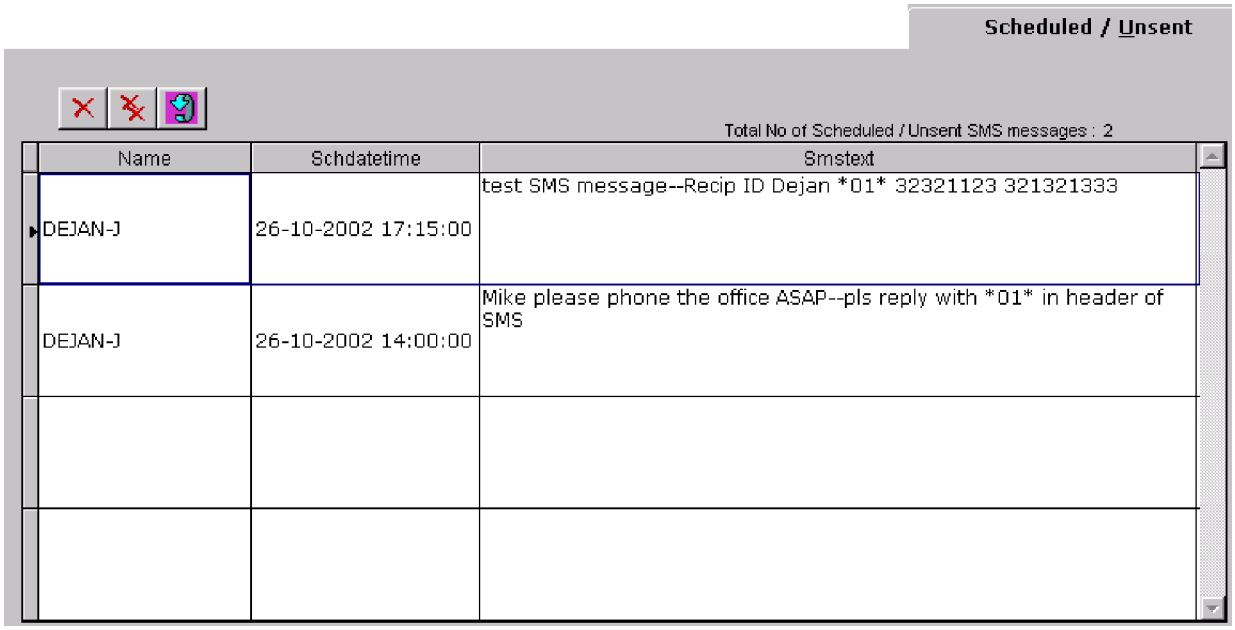
> The *smsdatetime* column is a list of the dates and times that the messages were sent (in MM/DD/YYYY hh:mm:ss format).

> The *smstext* column is a list containing the contents of the sent text messages.

Text messages sent as part of a *Phone Book* group entry will be listed in the export file individually (i.e. since they were sent to each individual separately).

4.7 Scheduled SMS(s)

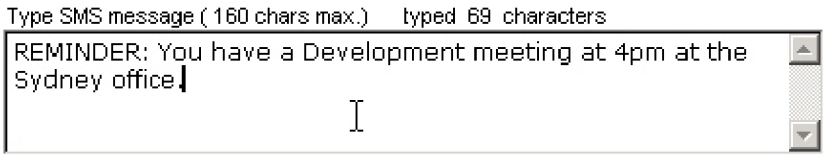
Scheduled SMS messages will appear in the list Scheduled / Unsent see below



To send a scheduled SMS text message using WorkGroup.SMS, please follow this procedure:

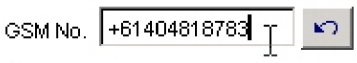
> Have the WorkGroup.SMS main window open displaying the *New Message* tab.

> Type your text message using the *Composure* box.

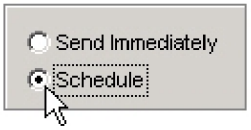


> Once you have a text message that is ready to send, you must now select the recipient(s) of the text message. You may send the message to an individual, a pre-defined group or a mixture of individual/group entries.

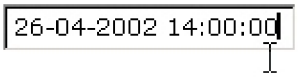
> To type the recipient number, click on the *GSM No.* field and enter the number of the mobile phone to whom you wish to send your text message.



> Now you must inform WorkGroup.SMS that you wish to schedule the text message by clicking on the *Schedule* option on the main window.



> This will activate the *date/time* field on the top right-hand side of the *New Message* tab. In this field enter the date and time you wish to send the new text message.



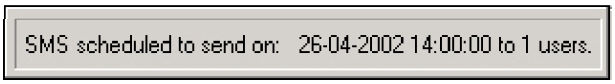
You must enter valid digits in the *date/time* field (in DD-MM-YYYY hh:mm:ss format). For example, if today's date and time is the 26th April 2002 9:45am (*26-04-2002 09:45:00*) and you wish to schedule a text message to be sent this afternoon at 2pm, you must enter *26-04-2002 14:00:00*.

> You may now send the text message by clicking on the *Send* button.

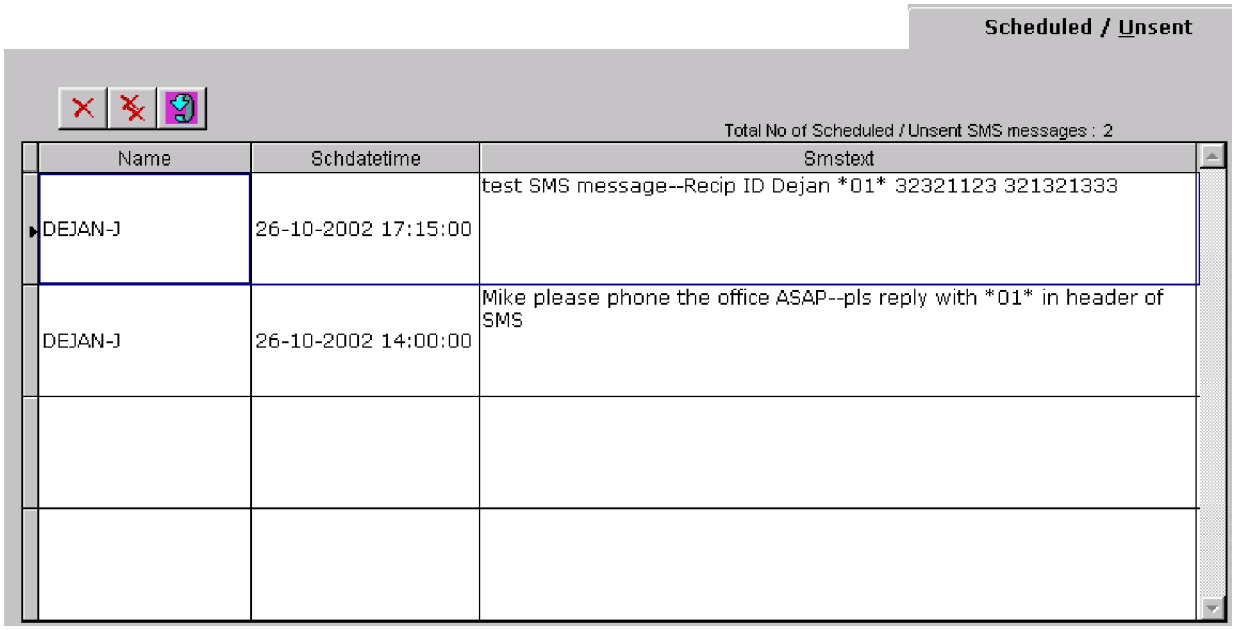
If WorkGroup.SMS reports *Invalid Date/Time* when you click on *Send*, you have entered an incorrect date and/or time for scheduling. The date and time must be in DD:MM:YYYY hh:mm:ss and contain valid digits (e.g. 32:01:2002 is not a valid date).

If WorkGroup.SMS reports *Scheduled send date/timemust be greater than current date/time! Please try again…*, then you have entered a time that is equal to the current or has already passed (e.g. if the current date and time is 26th April 2002 9:45am and you try to enter 26th April 2002 8:15am).

> If the text message was scheduled successfully, WorkGroup.SMS Client will present the summary window and report *SMS scheduled to send on: DD-MM-YYYY hh:mm:ss to X users.*

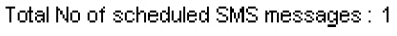


> To view your new scheduled message, click on the tab *Scheduled / Unsent*. WorkGroup.SMS Client will present you with the list as pictured below



> There are 3 columns within the list. These are: the *Name and/or GSM number* column (where the name and/or number of the message recipient is displayed), the *Schdatetime* column (that records the date and time that the message will be sent) and the *SMS message* column (where the text content of the message is recorded).

> The *Scheduled SMS(s)* window displays the total number of text messages that you have scheduled in the top-right hand corner.



> To delete a scheduled message, click on the *Delete current record* button. You will be asked to confirm your action by the *Scheduled SMS table update...* window. If you click on *Yes*, this will irreversibly remove the current scheduled message. If you click on *No*, you will return without having deleted the message.

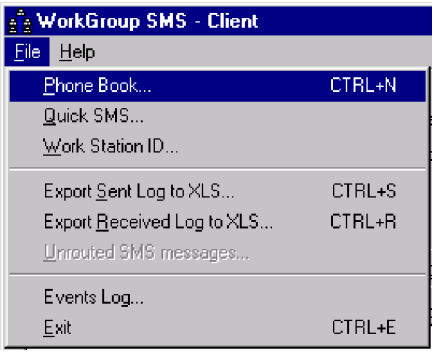
> To delete all scheduled messages, click on the *Delete all records from table* button. You will be asked to confirm your action. If you click on *Yes*, this will irreversibly remove the all scheduled messages. If you click on *No*, you will return without having deleted any messages.

4.8 The Phone Book

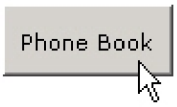
The WorkGroup.SMS *Phone Book* is used to store the names and numbers of your contacts.

To access the *Phone Book*, please follow this procedure:

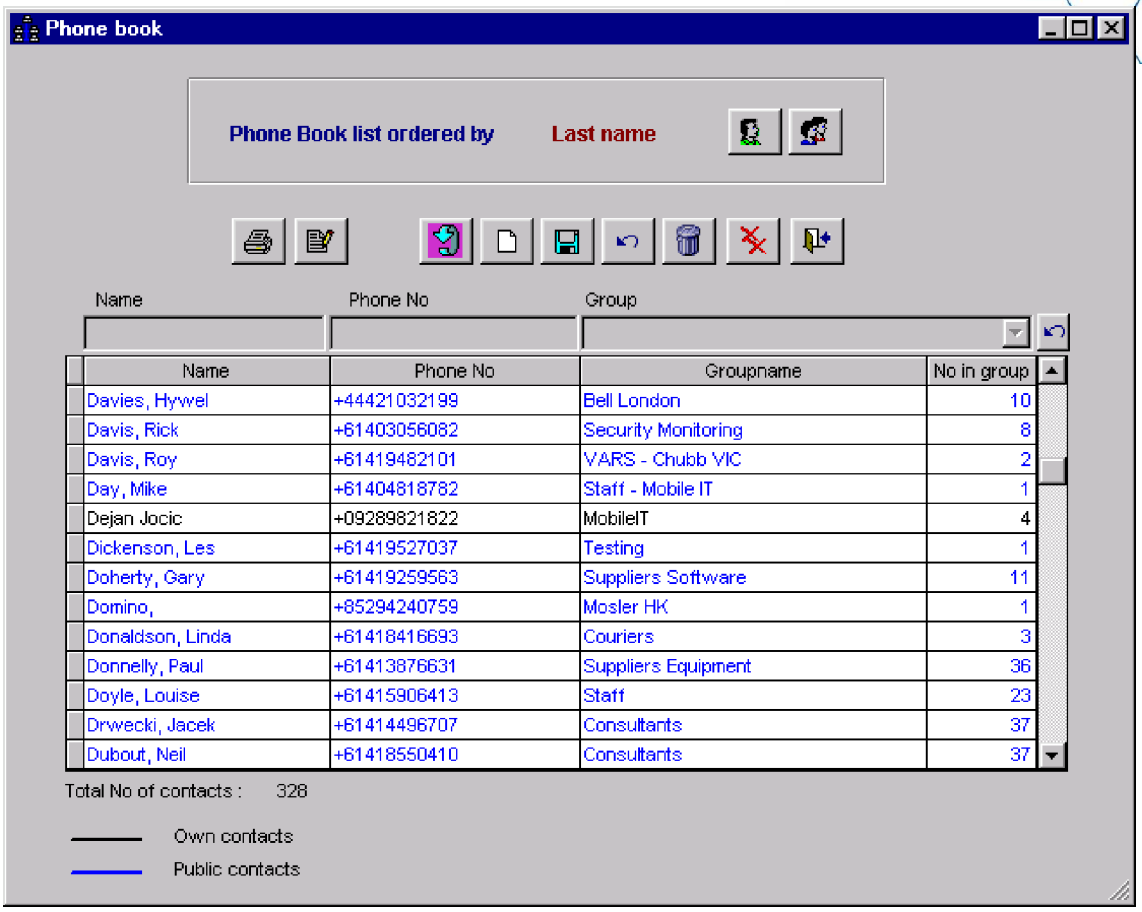
> Have the WorkGroup.SMS main window open and click on the *File* menu. Select the *Phone Book...* option (or simply press *CTRL-N*).



> You may also open the *Phone Book* by clicking on the *Phone Book* button on the main window.

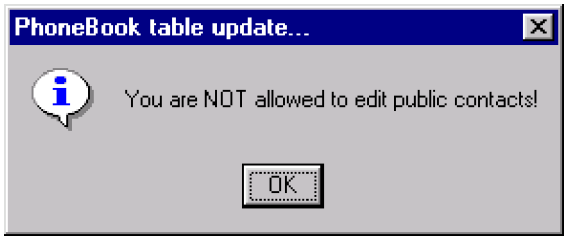


> The *Phone Book* window is illustrated as follows:

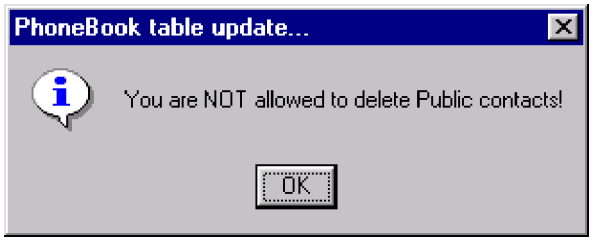


By using the *Phone Book* window, you may create, edit, delete, sort, import, export and print entries from the list of your phonebook. There are 2 lists of contacts in this example:

1) List of the Public contacts - only for viewing. They are created by Administrator of WorkGroup.SMS by importing from Outlook, .CSV file or simply by adding using the Admin module.
2) List Own contacts – editable by user. You may create, delete or update only your own contacts. If you try to edit Public contact WorkGroup.SMS will notify you as below



or if you try to delete Public contact WorkGroup.SMS will display



4.8.1 Creating a New *Phone Book* Entry

To create a new *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and click on the *Add New Record* button. This will open up the entry fields.

> In the *Name* field, please enter the name of the contact (maximum 40 characters).

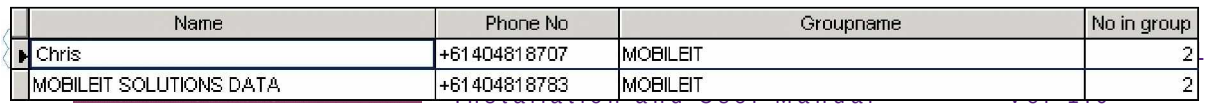
> In the *Phone No* field, please enter the GSM mobile phone number of the contact (maximum 15 numbers).

Important. Please ensure that the GSM number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 8.1 for international dialling code numbers.

> In the *Group* field, please enter the name of the group in which you want the new contact to be placed (maximum 30 characters). To create a group, directly enter the name in the *Group* field. To select an existing group, click on the *Group* box arrow and select a group name.

> To clear all of the fields to re-enter information, click on the *Clear Values* button.

> Once all of the required contact information has been entered, you may save the entry by clicking on the *Save/Update Changes* button. This action will update the *Phone Book* contact list and display your new entry.



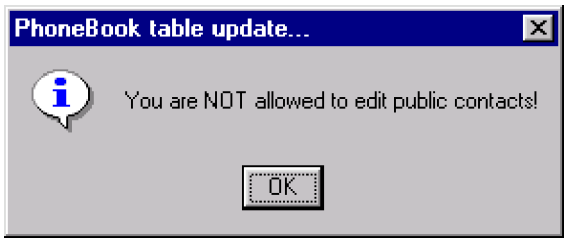
> To exit the *Add New Record* function without saving any changes, click on the *Cancel changes* button.

Each individual *Phone Book* entry must have a unique GSM mobile phone number. You may have two entries with the same name but you may not have two entries with the same GSM number. If you try to save an entry with a duplicate GSM number, WorkGroup.SMS will report *Phone Number must be unique!* and you must enter a new number.

4.8.2 Editing a *Phone Book* Entry

To edit a *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and simply double-click on the entry you wish to edit. If you double-click on Public contact WorkGroup.SMS will notify you that you can edit it as on the picture below



...otherwise

	Name	Phone No	Groupname	No in group
	Chris	+447976364025	MOBILEIT	3
▶	Chris	+61404818707	MOBILEIT	3
	MOBILEIT SOLUTIONS DATA	+61404818783	MOBILEIT	3

> This will open up the entry fields.

> You may now directly edit the entry fields and make changes.

> Once all of the editing has been completed, you may save the entry by clicking on the *Save/Update Changes* button. This action will update the *Phone Book* contact list.

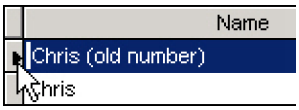
	Name	Phone No	Groupname	No in group
	Chris	+447976364025	MOBILEIT	3
▶	Chris (old number)	+61404818707	MOBILEIT	3
	MOBILEIT SOLUTIONS DATA	+61404818783	MOBILEIT	3

> To exit from the editing function without saving any changes, click on the *Cancel changes* button.

4.8.3 Deleting a *Phone Book* Entry

To delete a *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and click on the entry you wish to delete.



> Click on the *Delete current record* button. You will be asked to confirm your action by the *PhoneBook table update...* window. If you click on *Yes*, this will irreversibly remove the current entry from the *Phone Book*. If you click on *No*, you will return to the *Phone Book* without having deleted the entry.

If you try to delete Public contact WorkGroup.SMS will notify you you are not allowed.

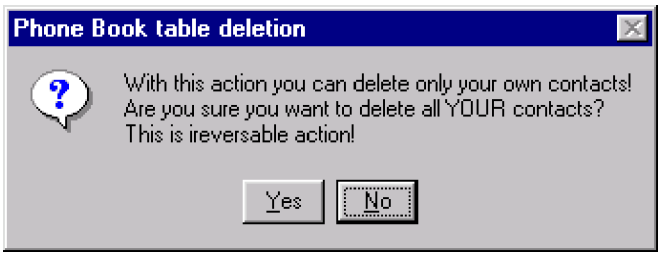
If you try to delete without having selected a record, WorkGroup.SMS will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.

Important. Deleted entries CANNOT be restored. Please ensure you have a sufficient backup copy of your contacts before you delete them.

4.8.4 Deleting All of the *Phone Book* Entries

To delete a *Phone Book* entry, please follow this procedure:

> Have the *Phone Book* window open and click on the *Delete all records from the PhoneBook* button. You will be asked to confirm your action by the *PhoneBook table update…* window. If you click on *Yes*, this will irreversibly remove all your contacts from the *Phone Book*. If you click on *No*, you will return to the *Phone Book* without having deleted any entries.



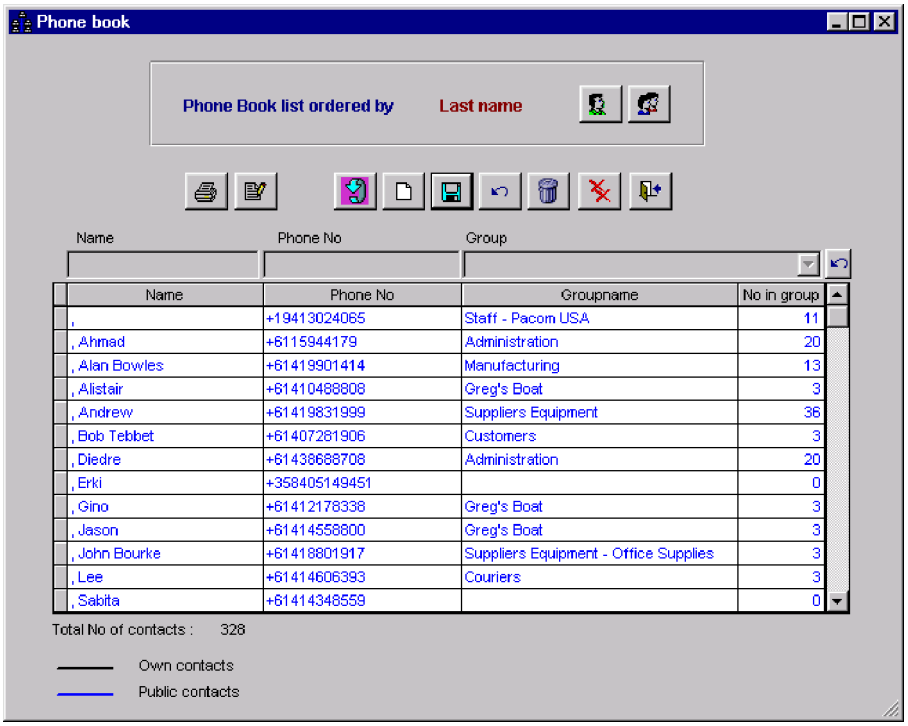
Important. Deleted entries CANNOT be restored. Please ensure you have a sufficient backup copy of your contacts before you delete them.

4.8.5 Sorting the *Phone Book* Entries

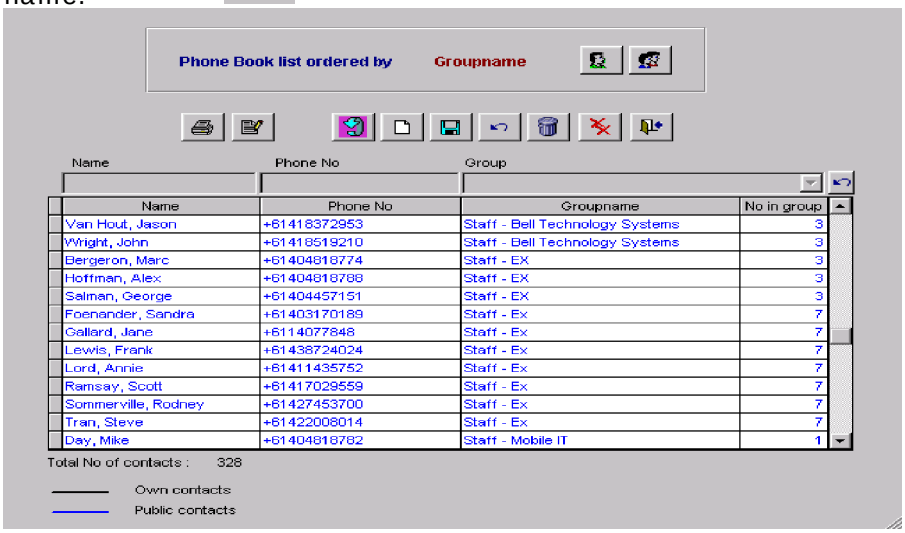
There are two different ways of viewing the *Phone Book* entries

- Ordered by Last name or
- Ordered by Group

By default when you open the Phone Book records are ordered by Last Name.



- By clicking the button, records in the PhoneBook will be sorted by Group name.



4.8.6 Exporting *Phone Book* Entries

All of the contacts in the *Phone Book* can be exported to an external file.

Exporting your *Phone Book* database is a useful way of backing-up your contact information for future reference.

The export file will be in *.XLS* spreadsheet format and is compatible with Microsoft® Excel.

To export the *Phone Book* contact database to an *.XLS* file, please follow this procedure:

> Have the *Phone Book* window open and click on the *Export to Excel (.XLS)* button.

> WorkGroup.SMS will export the contact database file to the root folder where you installed the application (e.g. *C:\Program Files\ WorkGroup SMS Client* by default). You cannot change the location of the export.

> WorkGroup.SMS will report *Result exported successfully to Excel as C:\Program Files\WorkGroup SMS Client\phonebook.XLS*.

If there are no records in the *Phone Book* database and you try to export, WorkGroup.SMS will report that the *Phone Book is empty. Nothing to Export!* and will not perform the action.

> Check in the folder for the exported file and view in Microsoft® Excel.

Examining the export file, you will notice that there are three columns:

	A	B	C
1	groupname	name	phone_number
2	BELL (MIDDLE EAST)	Vasan, Sreeni	+9739410701
3	COMMS XL LIMITED (UK)	Hall, Chris	+447976364025
4	MOBILEIT (DEVELOPMENT)	Jocic, Dejan	+61414457256
5	MOBILEIT (DEVELOPMENT)	Rodger, Toby	+61404818783
6	MOBILEIT (SALES)	Day, Mike	+61404818782
7	PACOM BELL (ASIA)	Chin, Brian	+85290268728
8	PACOM BELL (ASIA)	Hobo, Steven	+8613602706827

> The *groupname* column is a list of the group names as found in the *Phone Book.*

> The *name* column is a list of the names of the contacts.

> The *phone_number* column is a list of the GSM mobile phone numbers of the contacts.

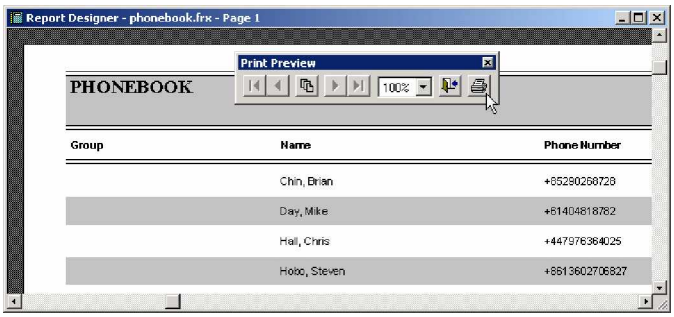
4.8.7 Printing the *Phone Book* Entries

The *Phone Book* entries may be printed to a printer connected to your PC. The printer may be either local or network mapped, but must be set as the default.

To print the *Phone Book* entries, please follow this procedure:

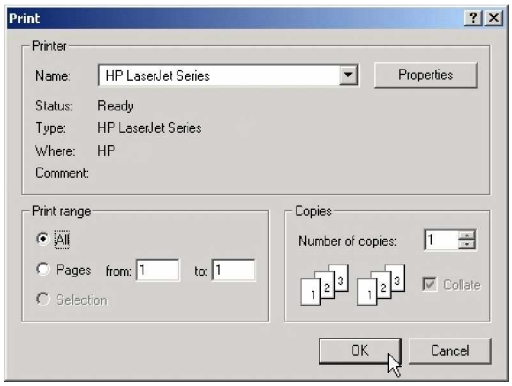
> Have *Phone Book* window open and click on the *Print* button.

> The *Report Designer* window will now open and display a print preview of the *Phone Book*. When you are ready to print the *Phone Book*, click on the *Print* button. A copy of the *Phone Book* entries will now be sent to the default printer.



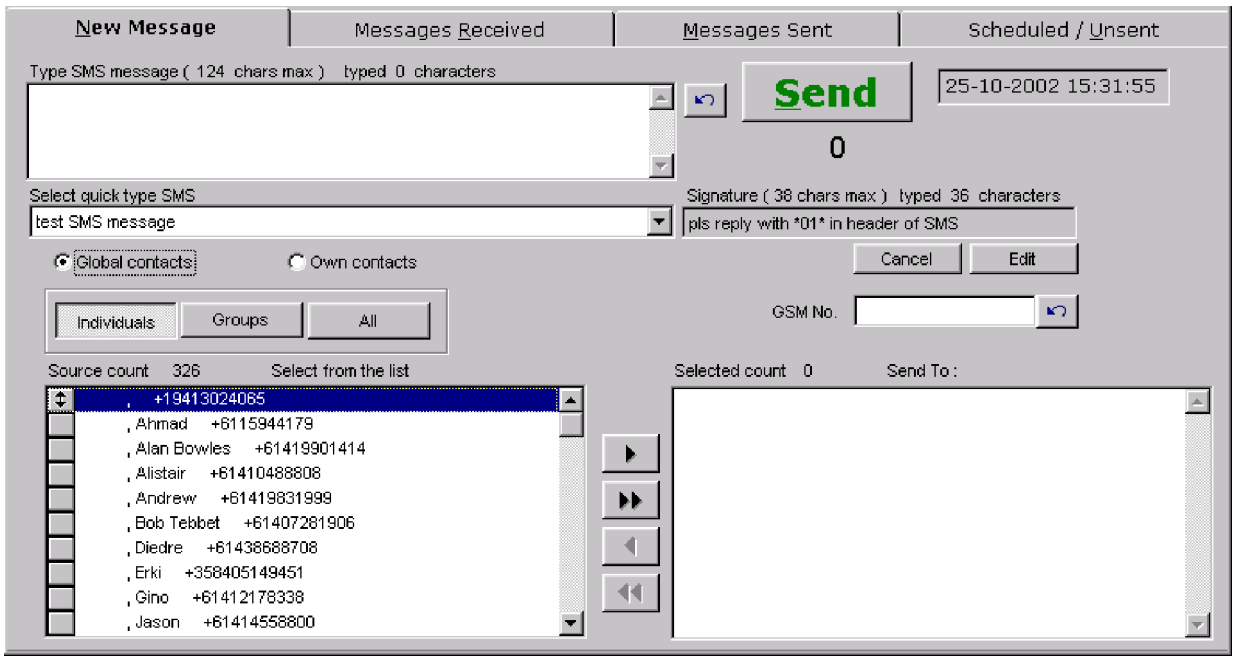
> To close the print preview, click on the *Exit* button.

You may print the *Phone Book* entries more directly (i.e. without having to open the preview), by right clicking on the *Print* button to open the *Print* window. Click on *OK* to send a copy direct to the default printer (or choose a different location).



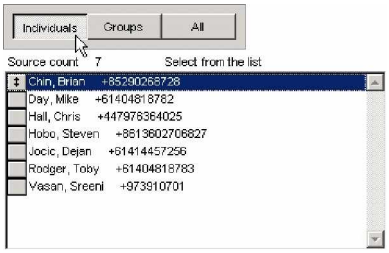
4.9 Using the *Phone Book* Entries

All *Phone Book* entries are repeated in the *Contact* box on the bottom left-hand corner of the WorkGroup.SMS main window.

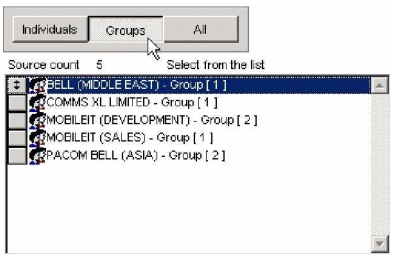


Using the *Individual/group contact selection* buttons, you may switch views in the *Contact* box as follows:

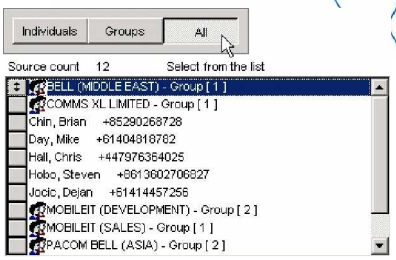
> Click on the *Individuals* button, and WorkGroup.SMS will arrange the *Contact* box such that only individual contacts are shown.



> Click on the *Groups* button, and WorkGroup.SMS will arrange the *Contact* box so that all of the contacts groups are shown.

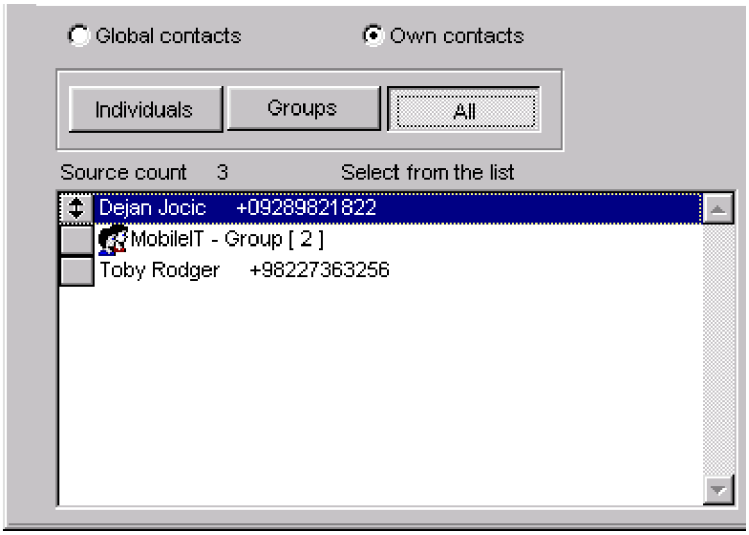


> Click on the *All* button, and WorkGroup.SMS will display both individual and group contact together in the *Contact* box.



> You can filter the *Contact* box by selecting to view either Global contacts or your Own contacts

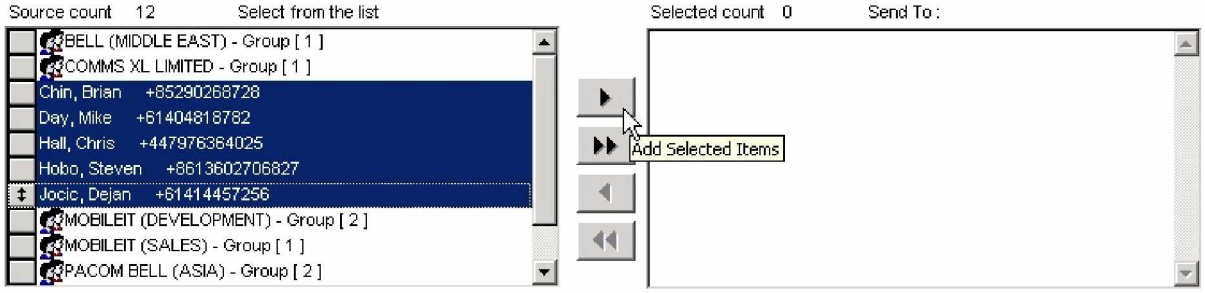
See example bellow for Own contacts



To use the *Phone Book* entries to send text messages, please follow this procedure:

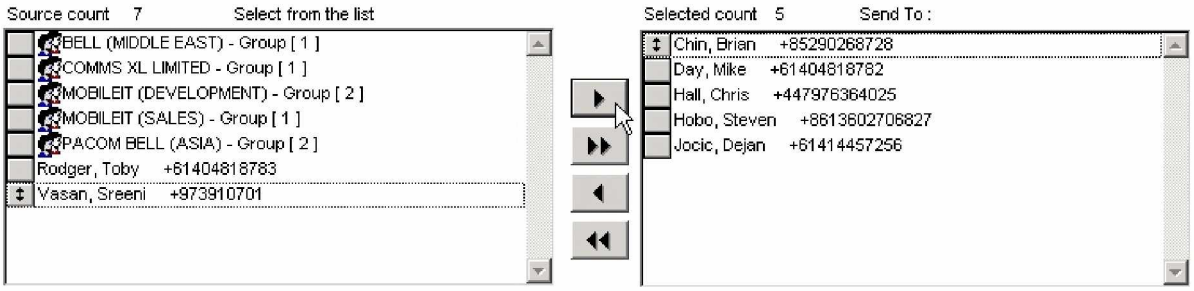
> Select the contact you wish to send the text message to by clicking on their corresponding entry in the *Contact* box. You may do this by moving your mouse over and clicking on the entry.

You may select more that one contact at once by using the mouse combined with the *CTRL* or *SHIFT* keys.



If you have a large number of contact entries in the *Contact* box, use the scroll bar to scroll up and down.

> Now you must move the entry from the *Contact* box over to the *Recipient Box*. To do this you must either double-click (single contact only) or drag the entry over. You may also use *Add Selected Items* button to transfer your selection.

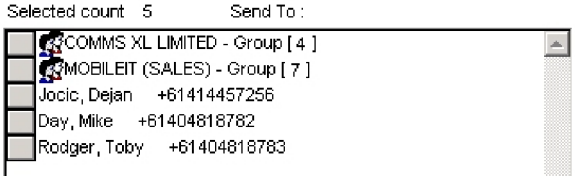


> To remove any entries you have moved over to the *Recipient* box, you must select them and click on the *Remove Selected Items* button.

> To move all of the contacts from the *Contact* box to the *Recipient* box, you must click on the *Add All Contacts* button.

> To remove all of the contacts from the *Recipient* boxback to the *Contact* box, you must click on the *Remove All Contacts* button.

You may use the *Contact* boxto create a combination of groups and individuals to whom you wish to send your message.



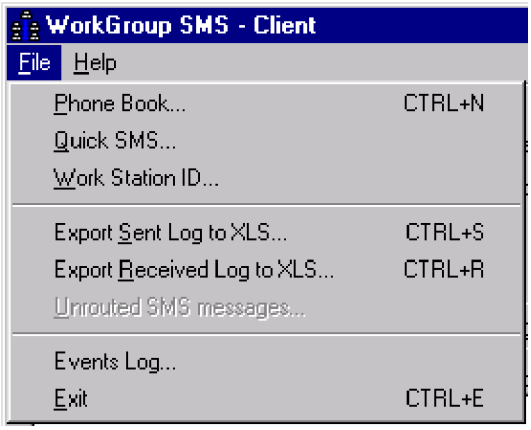
> You must now compose your message and click on the *Send* button. WorkGroup.SMS will send a copy of the text message to each of the recipients in the *Recipient* box.

Important. When sending text messages to a number of contacts (or as a group), your mobile phone network will charge you for each delivery.
For example, if you send a text message to a group containing 20 contacts, WorkGroup.SMS will send out 20 individual messages and you will be charged by your operator for each of those sent.

4.10 The *File* Menu

The *File* menu contains a series of commands used to perform functions in WorkGroup.SMS Client.

Some commands have a corresponding button on the WorkGroup.SMS Client main window, whilst some are only to be found on this menu.

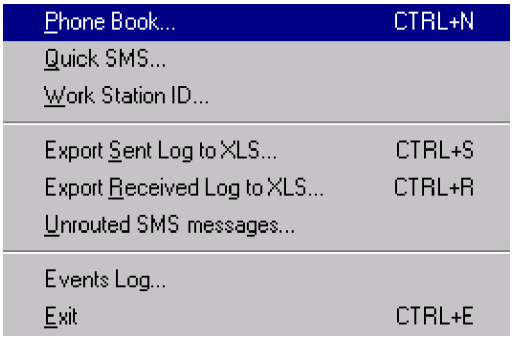


The *File* menu options are described as follows:

4.10.1 Phone Book...

This *File* menu command is used to activate the WorkGroup.SMS *Phone Book*.

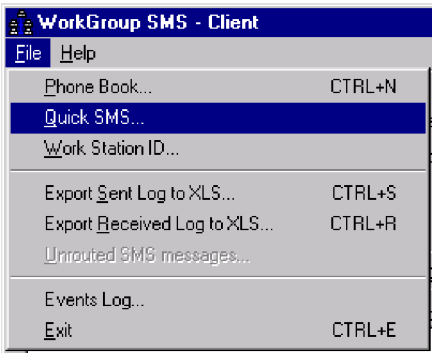
Please refer to *section 4.7* for information on using the *Phone Book*.



4.10.2 Quick SMS

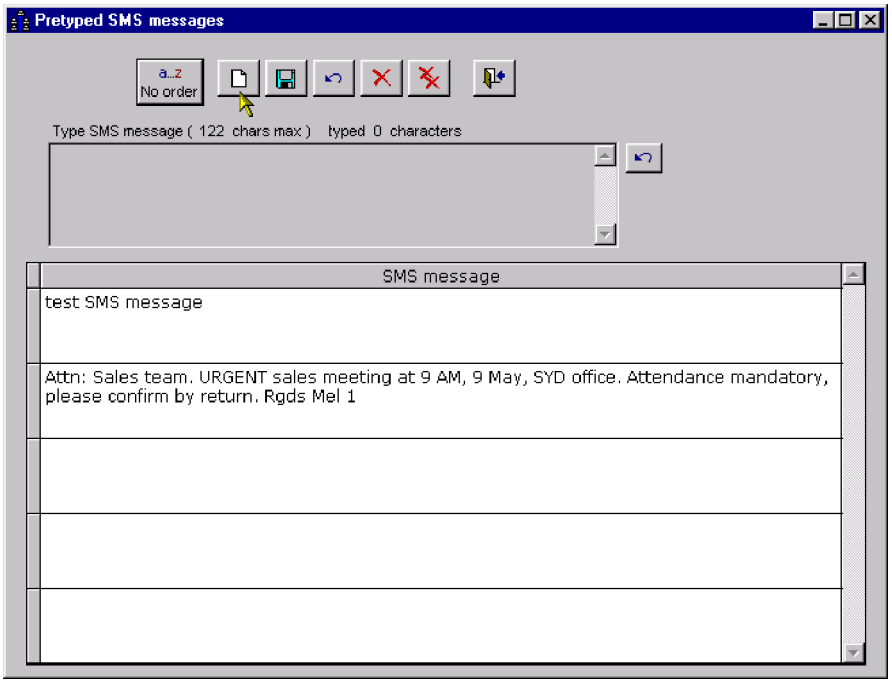
This *File* menu command is used to create *Quick SMS* messages.

Quick SMS messages are pre-typed and stored to save you having to type them out manually every time you send a text message.

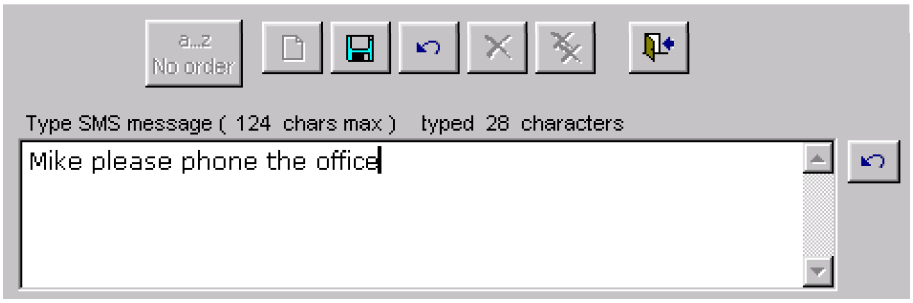


To create a *Quick SMS* message, please follow this procedure:

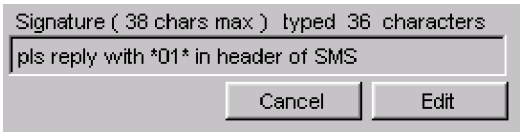
> Click on the *Quick SMS* option on the *File* menu. This will open the *Pre-typed SMS messages* window.



> Click on the *Add new record* button. This will activate the *Composure* box in which you may type the contents of your *Quick SMS* message.

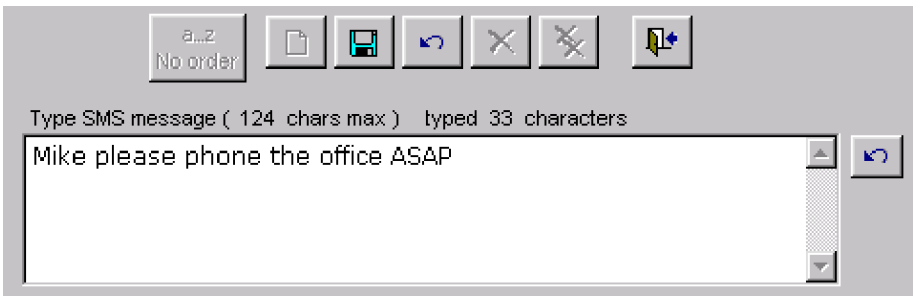


You can use the *Cut*, *Copy* and *Paste* commands in the *Composure* box. Enter a maximum of 124 digits. SMS text messages do not allow "Enter"/carriage-returns. Maximum number of characters to type per SMS is determined by number of characters typed in Signature/footer see below

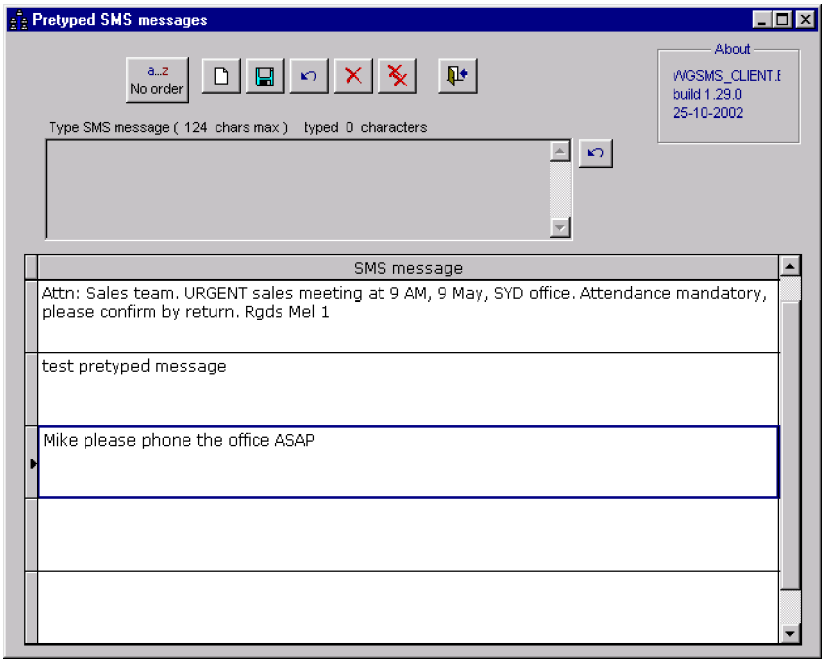


> To exit the from the *Add New Record* function without saving any changes, click on the *Cancel changes* button at the top of the window.

> Once you have finished typing out your message, click on the *Save/Update changes* button.

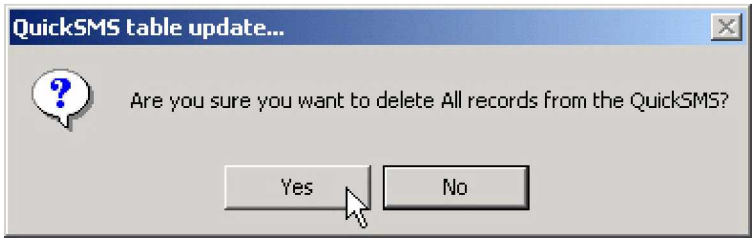


> Your *Quick SMS* message will now be stored. Click on the *Exit* button to close the *Pre-typed SMS messages window*.

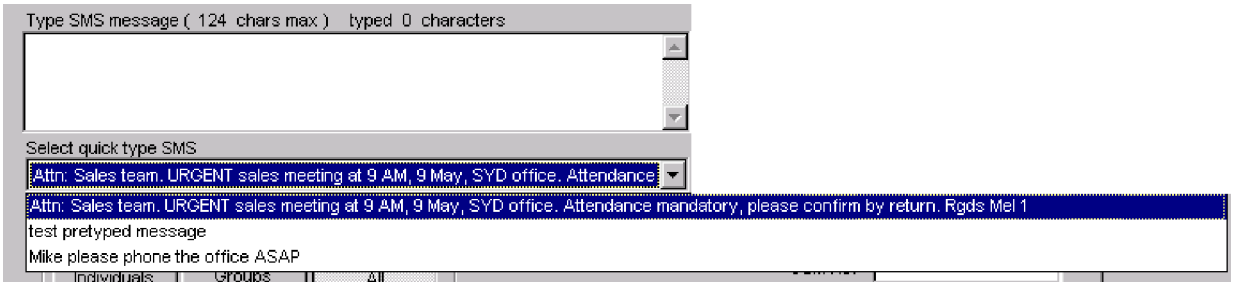


> To delete a stored *Quick SMS* message, click on the *Delete current record* button. You will be asked to confirm your action by the *QuickSMS table update...* window. If you click on *Yes*, this will irreversibly remove the current pre-typed message. If you click on *No*, you will return without having deleted the message.

> To delete all stored *Quick SMS* messages, click on the *Delete all records from table* button. You will be asked to confirm your action by the *QuickSMS table update…* window. If you click on *Yes*, this will irreversibly remove the all pre-typed messages. If you click on *No*, you will return without having deleted any messages.



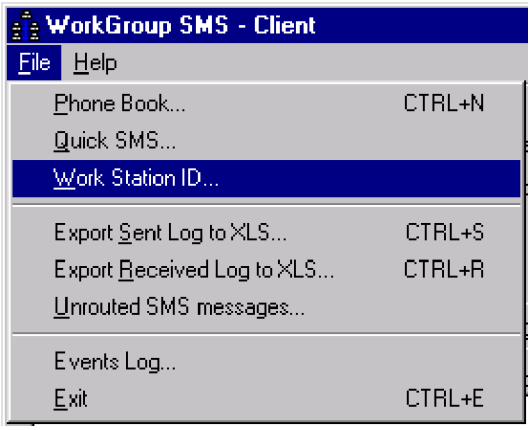
> On the WorkGroup.SMS main window, you can now select your pre-typed text message from the *Select quick type SMS* box. Click on your entry to instruct WorkGroup.SMS to automatically fill the *Composure* box for you.

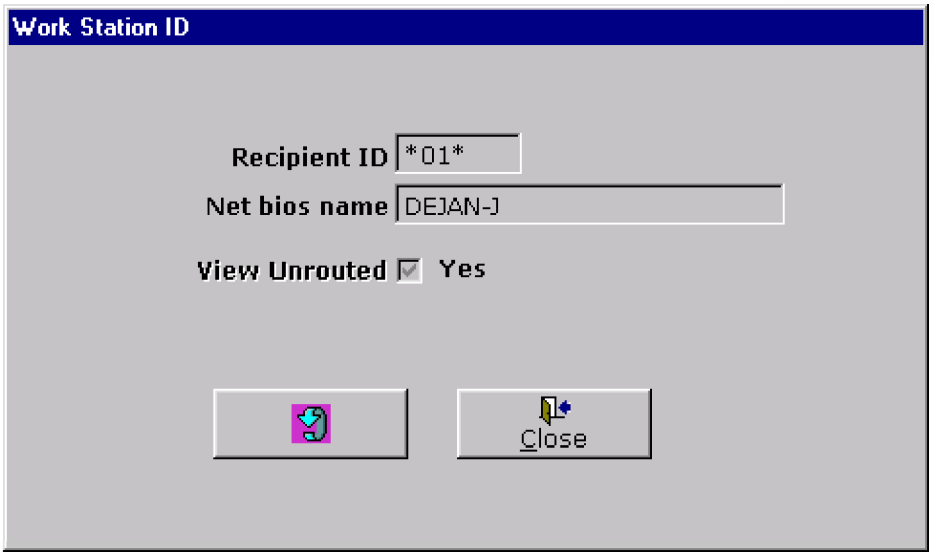


You may have an unlimited number of stored *Quick SMS* messages.

4.10.3 Work Station ID…

This *File* menu command is used to view User ID, Recipient ID and the permission to view Unrouted messages.



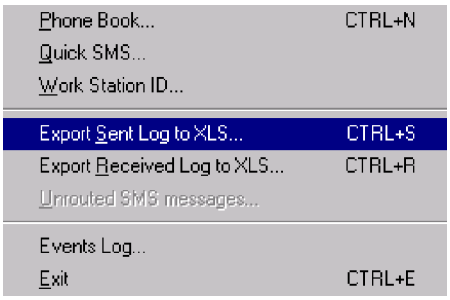


Permission to view Unrouted messages is set by WorkGroup.SMS Administrator. Net bios name is network USER ID and is automatically read on users log in. Recipient ID is unique for each WorkGroup.SMS user and is assigned by WorkGroup.SMS Administrator.

4.10.4 Export Sent Log to XLS...

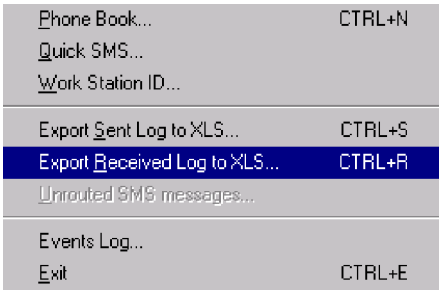
This *File* menu command is used to export the *Messages Sent* database to a Microsoft® Excel *.XLS* file.

Please refer to section 4.6.2 for information on exporting sent text messages as a log file.



4.10.5 Export Received Log to XLS...

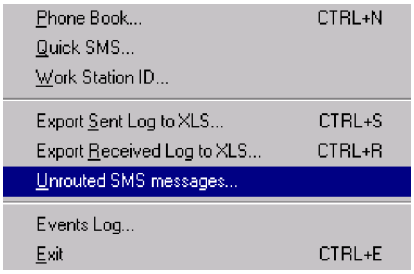
This *File* menu command is used to export the *Messages Received* database to a Microsoft® Excel *.XLS* file.



Please refer to section 4.6.1 for information on exporting received text messages as a log file.

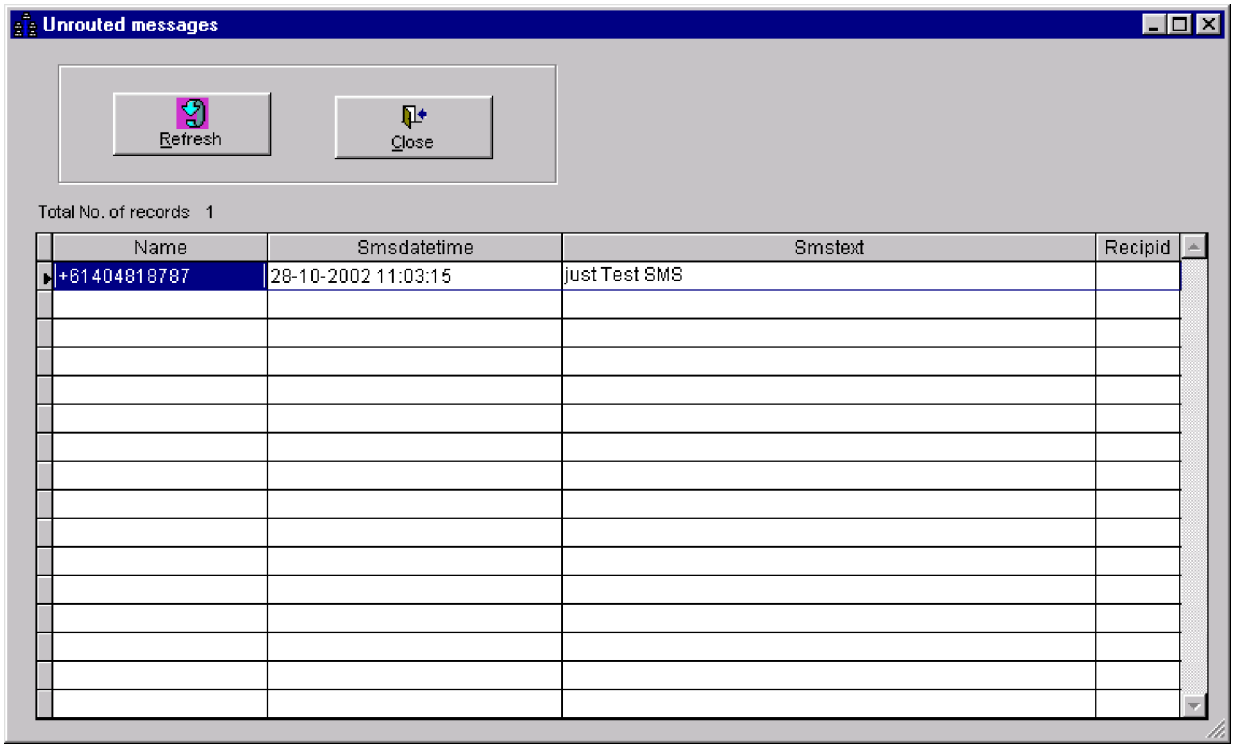
4.10.6 Unrouted SMS messages...

This *File* menu command is used to view Unrouted SMS messages.



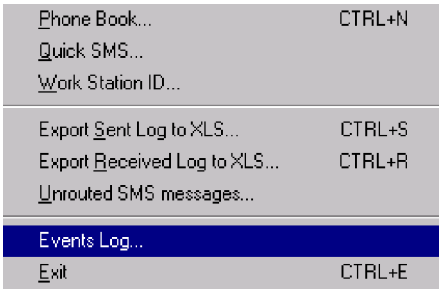
If WorkGroup.SMS User is given permission to view Unrouted messages then this menu option will be enabled otherwise it will be disabled.

All messages with no Recipient ID in header will be treated by WorkGroup.SMS as Unrouted SMS messages and those Users with permission to view them will be able to see them as show on the picture bellow.

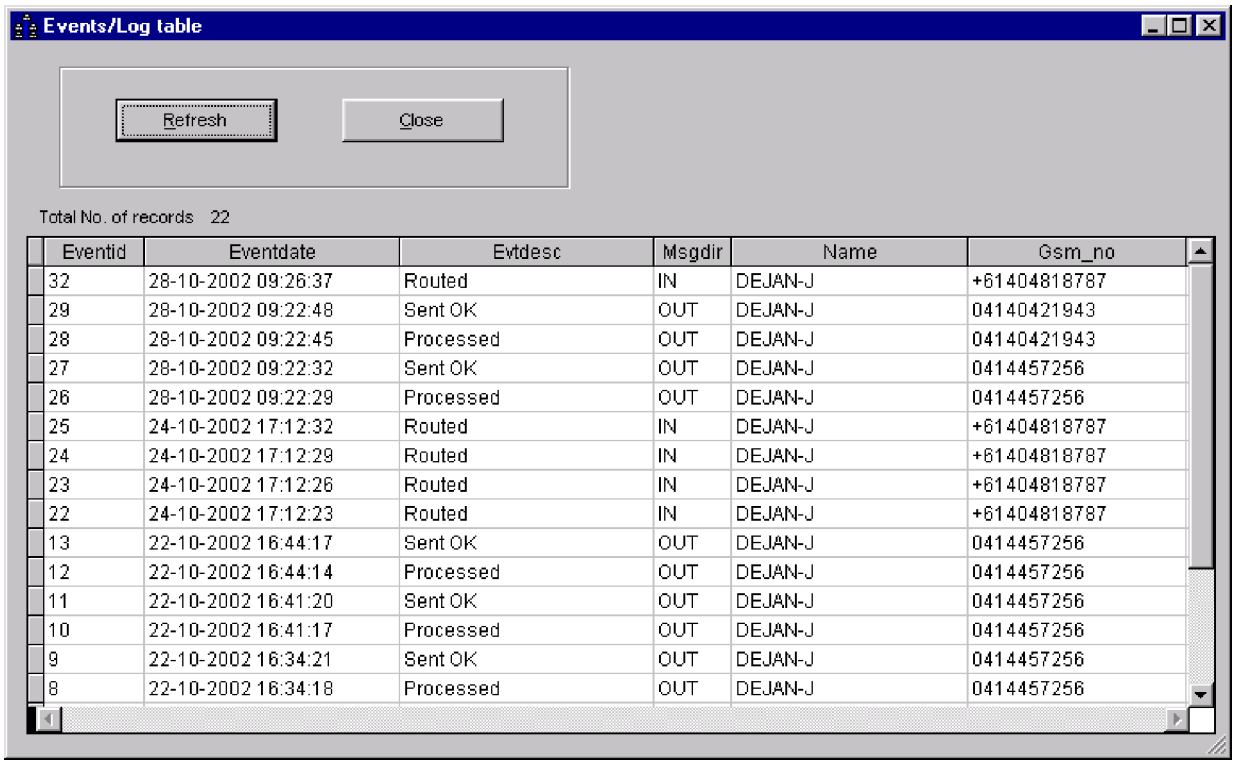


4.10.7 Events Log...

This *File* menu command is used to view Events Log.



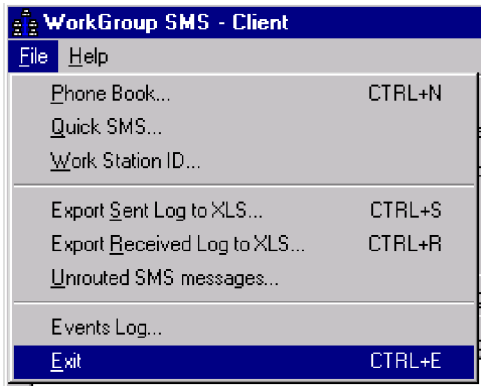
Events/Log form allows WorkGroup.SMS user to check the processing of their messages. List is sorted by Eventdate in descending order.



Eventid	Eventdate	Evtdesc	Msgdir	Name	Gsm_no
32	28-10-2002 09:26:37	Routed	IN	DEJAN-J	+61404818787
29	28-10-2002 09:22:48	Sent OK	OUT	DEJAN-J	04140421943
28	28-10-2002 09:22:45	Processed	OUT	DEJAN-J	04140421943
27	28-10-2002 09:22:32	Sent OK	OUT	DEJAN-J	0414457256
26	28-10-2002 09:22:29	Processed	OUT	DEJAN-J	0414457256
25	24-10-2002 17:12:32	Routed	IN	DEJAN-J	+61404818787
24	24-10-2002 17:12:29	Routed	IN	DEJAN-J	+61404818787
23	24-10-2002 17:12:26	Routed	IN	DEJAN-J	+61404818787
22	24-10-2002 17:12:23	Routed	IN	DEJAN-J	+61404818787
13	22-10-2002 16:44:17	Sent OK	OUT	DEJAN-J	0414457256
12	22-10-2002 16:44:14	Processed	OUT	DEJAN-J	0414457256
11	22-10-2002 16:41:20	Sent OK	OUT	DEJAN-J	0414457256
10	22-10-2002 16:41:17	Processed	OUT	DEJAN-J	0414457256
9	22-10-2002 16:34:21	Sent OK	OUT	DEJAN-J	0414457256
8	22-10-2002 16:34:18	Processed	OUT	DEJAN-J	0414457256

4.10.8 Exit...

This *File* menu command is used to exit the WorkGroup.SMS Client application.



4.11 The WorkGroup.SMS Client *Help* Menu

4.11.1 Licensing...

This *Help* menu command is used to display the *WorkGroup.SMS Licensing* file.

4.11.2 About WorkGroup.SMS Client...

This *Help* menu command is used to open the WorkGroup.SMS Client *About* window.

The *About* window contains copyright information and WorkGroup.SMS Client technical data.

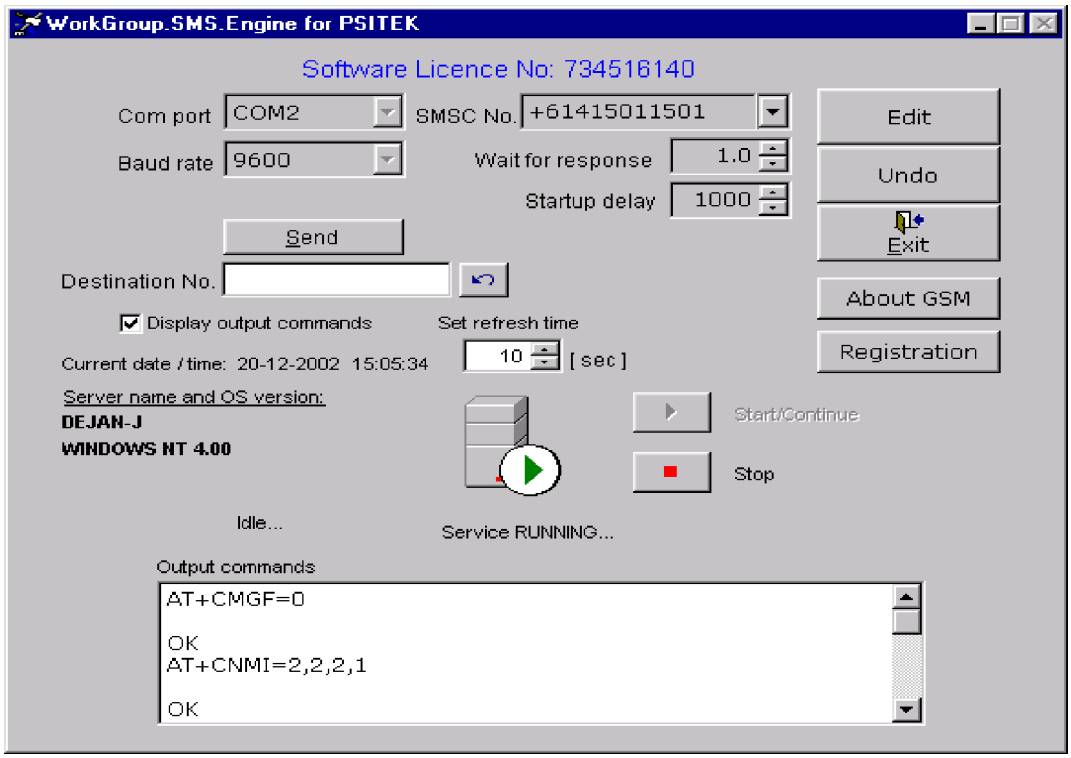
To view the *About* window, please follow this procedure:

> Click on the *About WorkGroup.SMS...* option on the *Help* menu. This will open the *About* window.

> The *Technical Data* section is used by MobileIT to identify and troubleshoot your copy of WorkGroup.SMS.

5. Using WorkGroup.SMS Engine

WorkGroup.SMS Engine is used to send and receive SMS messages created by WorkGroup.SMS Client users.

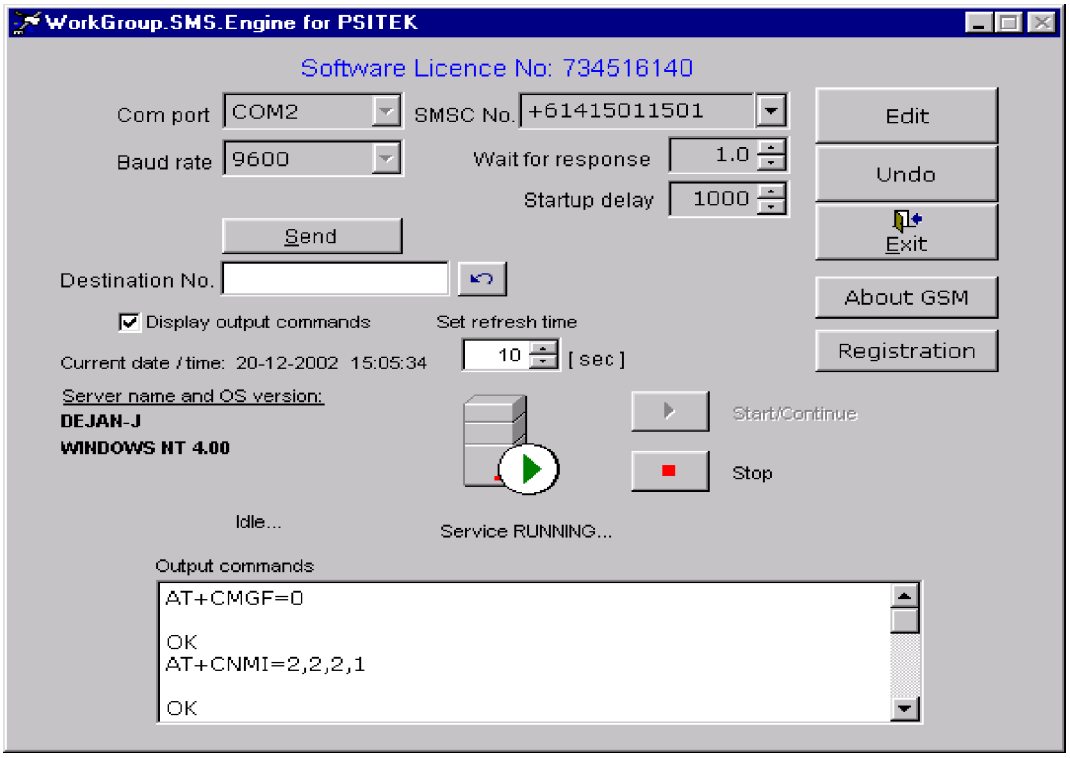


5.1 Changing the *COM Port*...

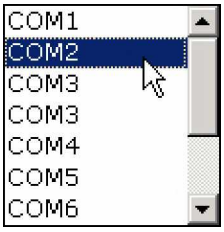
The COM port is simply a 9-pin serial communications port (found on the rear of most PCs) that connects the PC to the GSM MODEM using a cable. There is usually more than one COM port, so you must instruct WorkGroup.SMS Engine to chose the one on which you have installed your GSM modem.

To change the COM port, please follow this procedure:

> Click on the Edit button. This will stop the service from running until you save the data.

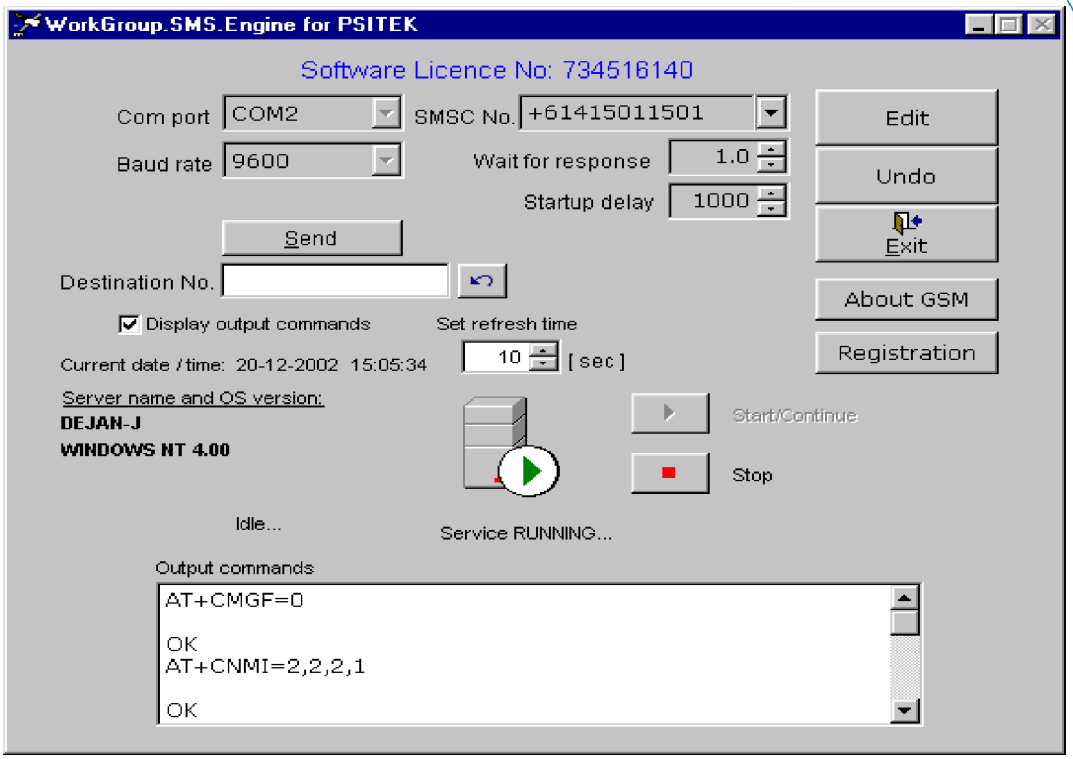


> Select the COM port on which your GSM MODEM is attached from the drop down box.



The default COM port value is set to *COM1* and may be changed to any serial port number between *COM1* and *COM10*. Under most circumstances however, the likely serial port to which the GSM MODEM is attached will be either COM1 or COM2.

> The COM port number has now been modified. Click on *Save* to store the changes and start the WorkGroup.SMS Engine service.



5.2 Changing the *Baud Rate*…

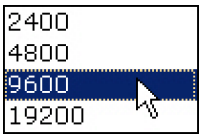
The baud rate is simply the speed of the data transferral between the PC and the GSM modem.

To change the baud rate that WorkGroup.SMS Engine is using whilst communicating with the modem, please follow this procedure:

> Click on the Edit button. This puts WGSMS Engine in editing mode. Select *Baud rate* box

> Select the baud rate from the drop down box.

The default baud rate value is set to *9600* and may be changed to either *2400*, *4800*, *9600* or *19200.* Please note that unless you intend to install a different than the GSM MODEM, you will not need to change this value.



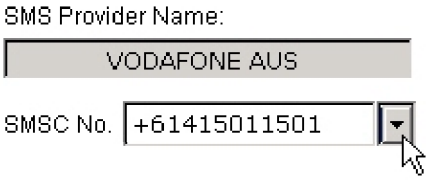
> The baud rate has now been modified. Click on *Save* to store the change and start the *WorkGroup.SMS Engine* service

5.3 Changing the *SMSC Number*...

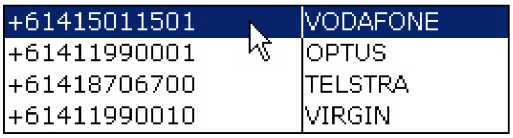
The SMSC (Short Message Service Centre) number is the number of the message centre of the mobile phone network operator. The message centre is where all SMS text messages are relayed. You must ensure you have the correct SMSC number for your network provider or you will not be able to send or receive text messages.

To change the SMSC number, please follow this procedure:

> Click on the Edit button. This puts WGSMS Engine in editing mode. Click on the *SMSC No*



> Select the appropriate SMSC number from the drop down box *or manually enter the number in the activated field.* Manually entering the number should only be required if the the system is being installed outside of Australia or you are not using the Falcom GSM MODEM supplied .

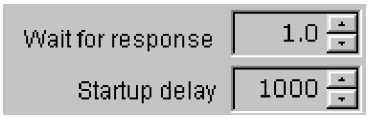


WorkGroup.SMS Engine will automatically read the SMSC number from the SIM card (found in the GSM modem) and will present the *SMS Provider Name*. Under most circumstances, you should not have to modify this SMSC number.

> The SMSC number has now been modified. Click on *Save* to store the change and start the WorkGroup.SMS Engine.

5.4 Changing the *Startup Delay* and *Response Time*...

Important. The *Startup Delay and Response Time* settings are used to modify the performance of WorkGroup.SMS Engine and should only be changed under instruction from MobileIT. By default, the *Startup Delay* is set to *1.0* and the *Response Time* is set to *1000*.



5.5 Sending a Test SMS Text Message…

You may use the *WorkGroup.SMS Engine* to send a test SMS text message and monitor it using the *Output commands* box.

To send a test text message, please follow this procedure:

> Once *WorkGroup.SMS Engine* window is open, enter the GSM mobile phone number of the message recipient in the *Destination No.* field.

Important. Please ensure that the number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 8.1 for international dialling code numbers.

> Now you may send the text message by clicking on the *Send* button. This instructs WorkGroup.SMS Engine to initialise the and send your text message over the mobile phone network. By default it sends text *"Test SMS message".*

> You can monitor the sending process by watching the *AT* commands issued by WorkGroup.SMS Engine to the GSM MODEM in the *Output commands* box.

5.6 Running WorkGroup.SMS Engine in *Test Mode*…

WorkGroup.SMS Engine has a *Test Mode* function that when enabled, allows you to monitor the output commands to the GSM modem.

The *Test Mode* function is useful for troubleshooting and administration purposes. By default WorkGroup.SMS Engine is set in test mode. You can observe operation of the WorkGroup.SMS Engine by checking the AT commands in Output window

> A typical series of *AT* commands issued by WorkGroup.SMS Engine when sending a text message is as follows:

Ø *Actual message is "Test SMS message" translated into PDU mode (octets) as bellow*

AT+CMGF=0 *SMS message format.*

OK

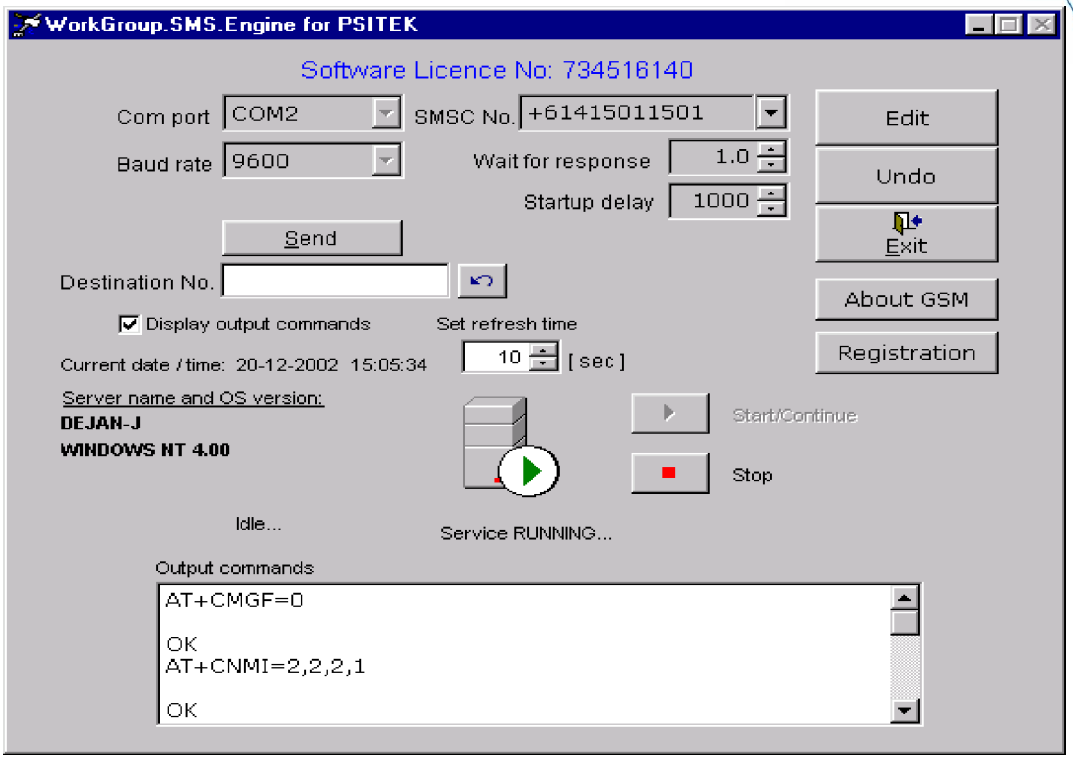
AT+CMGS=28 *Number of octets*

Ø 0011000B911614549282F60000AA10D4F29C0E9A36A7A076793E0F9FCB *Message content*

+CMGS: 48

OK

If you don't want to run WorkGroup.SMS Engine to display output AT commands uncheck the Display Output commands mode check box.



The *AT* commands viewed in the *Modem output commands* window are part of a line-orientated command language used on communications devices. Each command contains three elements: the prefix, the body and the termination character. The prefix is simply *AT*, the body is made of varying characters that define the command (e.g. *+CMGF=0*) and the termination character identifies the end of the command (usually hidden).
Commands are acknowledged with an *OK* (to signal that the command was a success) or with an *ERROR* (to signal that the command was a failure).

5.7 WorkGroup.SMS Engine About GSM…

Clicking on About GSM button

opens up The *About* window which contains copyright information and WorkGroup.SMS Engine technical data.

5.8 WorkGroup.SMS Engine Registration…

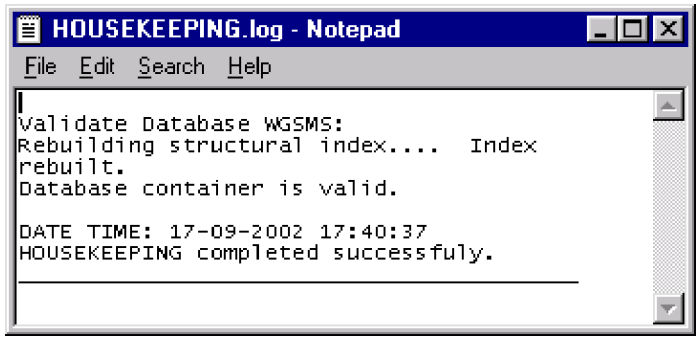
Clicking on Registration button

opens up The *Registration* window which allows the user to register WorkGroup.SMS Engine. Please refer to section 2.6 on How to register WorkGroup.SMS.

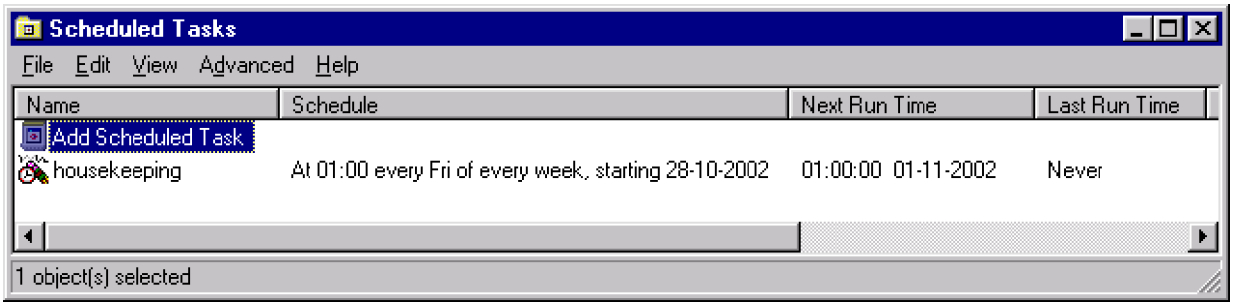
6. Housekeeping

There is a separate module (HOUSEKEEPING.EXE) that comes as part of WorkGroup.SMS which allows user to permanently remove records from the WorkGroup.SMS database as well as reindexing all tables. In addition, all historical records from INSMS, OUTSMS and EVENTS LOG table, older then specified criteria will be permanently deleted. This function is necessary to perform from time to time as table indexes can get out of synch. Example is abnormal shutdown of the PC while application was reading or writing data to the hard disk.

Important. Please make sure all WorkGroup.SMS users are logged off the system and WorkGroup.SMS Engine and Admin are not running. HOUSEKEEPING.LOG file can be found upon executing HOUSEKEEPING module. It is located in the same folder where HOUSEKEEPING.EXE is located.



Parameter for Deletion can be set as described in section 3.10 Housekeeping. This module can be run outside of the WorkGroup.SMS as a separate routine at scheduled time (e.g. using NT Scheduler).



or it can be run at any time manually from Windows NT Run command or just double-clicking on it.

If the parameter is not passed then it will run from default parameter see section 3.10 Housekeeping.

If parameter is passed then it will overwrite default parameter described in section 3.10 Housekeeping.

7. Common Error Messages

This section is design to guide you through resolving application errors.

If you have an application error not listed here or if you require any further assistance, please call the MobileIT Help Line on 1902 224 551 (Australia only).

Common error messages and their suggested solutions are as follows:

7.1 *COM Port Doesn't Exist...*

WorkGroup.SMS Engine will report *COM port doesn't exist or modem is not properly connected! Please check connections and try again.* when it cannot access the GSM modem.

We suggest that you verify the connections between the GSM MODEM and the PC and between the modem and electrical wall socket. Ensure that the modem is switched on.

Check which COM port you have plugged the GSM modem. Change the *COM port* number as appropriate and click on *Save* and *Exit*.

Re-open the *WorkGroup.SMS Engine* window. If you still observe the *COM port doesn't exist...* message, then change the *COM port* number to a different value and try again.

The *WorkGroup.SMS Engine* can successfully communicate with the GSM MODEM when you can observe that it is sending *AT* commands to the modem in the *Output commands* box (lower side of the *WorkGroup.SMS Engine* window) when it is running in Test mode.

7.2 *GSM Number Has to Have 10 Digits Minimum!...*

WorkGroup.SMS will report *GSM number has to have 10 digits minimum!* when you are trying to add a new contact to the *Phone Book* that is in the correct format but does not have the required minimum number of digits.

We suggest that you confirm that the number you are entering is a valid one and ensure that you have entered it correctly on the *Phone Book* window.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

7.3 *Invalid Activation Key…*

WorkGroup.SMS will report *Invalid Activation key…* when you have entered an invalid registration code on the *Registration form* window and have clicked on the *Validate Key* button.

We suggest that you ensure that you have entered your registration code exactly as was supplied by MobileIT.

If you do not have a registration code please refer to section 2.6 and contact MobileIT for assistance.

Please note that since the registration code is directly linked to the IMEI number of the GSM device, your registration code will be invalid if you have changed the device from the one to which the original registration code was issued. Please contact MobileIT for a replacement.

7.4 *Invalid Date/Time…*

WorkGroup.SMS will report *Invalid Date/Time* when you are trying to send a scheduled text message and have activated the *date/time* field on the *New Message* tab but have not entered a correct date and time.

We suggest that you ensure the date and time you have entered is valid.

You must enter valid digits in the *date/time* field (in DD-MM-YYYY hh:mm:ss format). For example, if today's date and time is the 26th April 2002 9:45am (*26-04-2002 09:45:00*) and you wish to schedule a text message to be sent this afternoon at 2pm, you must enter *26-04-2002 14:00:00*.

Also, ensure that you have entered a date and time that is not in the present or in the past. Scheduled SMS text messages must be set for a future date and time.

7.5 *Modem is Disconnected…*

WorkGroup.SMS will report *Modem is disconnected! Check modem cable and connection settings.* when it cannot access the GSM modem.

We suggest that you verify the connections between the GSM MODEM and the PC and between the modem and electrical wall socket. Ensure that the modem is switched on.

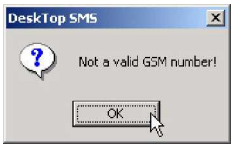
Check which COM port you have plugged the GSM MODEM on and open the WorkGroup.SMS *Engine* window. Change the *COM port* number as appropriate and click on *Save* and then re-start WorkGroup.SMS *Engine*.

If you still observe the *COM port doesn't exist…* message, then change the *COM port* number to a different value and try again.

The *WorkGroup.SMS Engine* can successfully communicate with the GSM MODEM when you can observe that it is sending *AT* commands to the modem in the *Output commands* box (lower side of the *WorkGroup.SMS Engine* window) when it is running in Test mode.

7.6 *Not a Valid GSM Number!...*

WorkGroup.SMS will report *Not a valid GSM number!* when you have entered a mobile phone number into a *GSM No.* field that is not a valid number.



We suggest that you confirm that the number you are entering is valid and ensure that you have entered it correctly.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

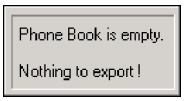
7.7 *Nothing to Delete...*

WorkGroup.SMS will report *Nothing to delete!* when you are trying to delete a record from a table (e.g. the *Messages Received* table) and none exist.

We suggest that you make sure you have a record in the table before trying to delete any.

7.8 *Nothing to Export...*

WorkGroup.SMS will report *Phone Book is empty. Nothing to Export!* when you have tried to export contacts from an empty *Phone Book*.



We suggest that you add a few new contact entries to the *Phone Book* before trying to export any.

7.9 *Phone Number Must be Unique...*

WorkGroup.SMS will report *Phone Number must be unique!* when you have tried to save a new contact with a mobile phone number that is identical to an existing *Phone Book* entry (even though it may have a different name).

We suggest that you either give the contact a different number or cancel adding the contact to the *Phone Book* altogether.

All contacts stored in the *Phone Book* must have unique GSM numbers.

7.10 *Please Put Phone No. in International…*

WorkGroup.SMS will report *Please put Phone No. in international format!* when you have entered a GSM mobile phone number that is not in the standard international format.

We suggest that you confirm the number you are entering is valid and ensure you have entered it correctly.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

It is most likely that you are trying to enter a number that does not include the country code (e.g. 0404818783). You must omit the leading 0 digit and add the code for the country in which the GSM mobile phone is registered.

Please refer to section 8.1 for international dialling code numbers.

7.11 *Range: 0 to 60…*

WorkGroup.SMS Engine will report *Range:0 to 60* when you have tried to change the *Refresh time* to a value that is outside this range (e.g. 120).

We suggest that you change the *refresh time* to a value between *0* and *60*. WorkGroup.SMS Engine sets the *Refresh time* to 10 by default.

7.12 *SMS Message(s) NOT Sent…*

WorkGroup.SMS will report *SMS message(s) NOT sent. Check modem settings!* when you have tried to send a text message but WorkGroup.SMS cannot do so.

We suggest that you check your modem setup in the *WorkGroup.SMS Engine* and ensure that the *SMSC No.* is correct.

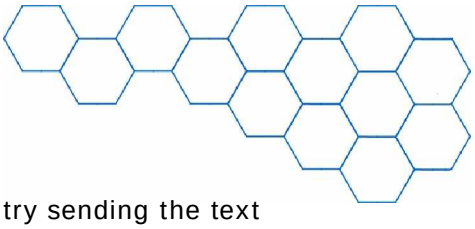
Also, check that you have entered a valid GSM mobile phone number.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

Try sending a test SMS text message and observe at what point in the *AT* command sequence that an *ERROR* appears.

7.13 *Type GSM Number…*

WorkGroup.SMS Client will report *Type GSM Number!* when you have tried to send a text message but have not entered any digits in the *GSM No.* field.



We suggest that you enter a valid GSM mobile phone number and try sending the text message again.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

7.14 *Type Your Message…*

WorkGroup.SMS Client will report *Type your message* when you have tried to send a text message but have not entered any text in the *Composure* box.

We suggest that you enter some text and try sending the text message again.

Please note that SMS text messages allow a maximum of 160 characters per message and do not allow "Enter"/carriage-returns.

8. Appendices

8.1 International Dialling Codes

Country	IDC	Country	IDC	Country	IDC
Algeria	213	Greenland	299	Oman	968
Andorra	376	Grenada	1809	Pakistan	92
Angola	244	Guadeloupe	590	Panama	507
Anguilla	1264	Guam	671	Papua New Guinea	675
Antigua and Barbuda	1268	Guatemala	502	Paraguay	595
Antilles (Netherlands)	599	Guinea	224	Peru	51
Argentina	54	Guyana	592	Philippines	63
Aruba	297	Haiti	509	Poland	48
Ascension Island	247	Honduras	504	Portugal	351
Australia	61	Hong Kong	852	Puerto Rico	1787
Austria	43	Hungary	36	Qatar	974
Azores	351	Ibiza	34	Reunion	262
Bahamas	1242	Iceland	354	Rodriguez Islands	230
Bahrain	973	India	91	Romania	40
Bangladesh	880	Indonesia	62	Rwanda	250
Barbados	1246	Iran	98	St. Christopher	1809
Belgium	32	Iraq	964	St. Lucia	1758
Belize	501	Irish Republic	353	St. Pierre & Miquelon	508
Bermuda	1441	Israel	972	St. Vincent	1809
Bolivia	591	Italy	39	Samoa (US)	684
Bosnia-Herzegovina	387	Jamaica	1876	Samoa (Western)	685
Botswana	267	Japan	81	San Marino	378
Brazil	55	Jordan	962	Saudi Arabia	966
Brunei	673	Kenya	254	Senegal	221
Bulgaria	359	Kiribati	686	Serbia	381
Burundi	257	Korea, Republic of (South)	82	Seychelles	248
Cambodia	855	Kuwait	965	Sierra Leone	232
Cameroon	237	Lesotho	266	Singapore	65
Canada	1	Libya	218	Solomon Islands	677
Canary Islands	34	Liechtenstein	4175	Somalia	252
Cayman Islands	1345	Luxembourg	352	South Africa	27
Chile	56	Macau	853	Spain	34
China	86	Macedonia	389	Sri Lanka	94
CIS	7	Madagascar	261	Sudan	249
Colombia	57	Madeira	35191	Surinam	597
Congo	242	Majorca	34	Swaziland	268
Congo, Democratic Republic	243	Malawi	265	Sweden	46
Cook Islands	682	Malaysia	60	Switzerland	41
Costa Rica	506	Maldives	980	Syria	963
Cote d'Ivoire	225	Mali	223	Taiwan	886
Croatia	385	Malta	356	Tanzania	255
Cuba	53	Mariana Island	670	Thailand	66
Cyprus	357	Martinique	596	Togo	228
Czech Republic	42	Mauritania	222	Tonga	676
Denmark	45	Mauritius	230	Trinidad & Tobago	1868
Djibouti	253	Mexico	52	Tunisia	216
Dominica	1809	Micronesia	691	Turkey	90
Dominican Republic	1809	Minorca	34	Turks & Caicos Islands	1649
Ecuador	593	Monaco	377	Uganda	256
Egypt	20	Montserrat	1664	Union of Myanmar	95
El Salvador	503	Morocco	212	United Arab Emirates	971
Ethiopia	251	Namibia	264	United Kingdom	44
Falkland Islands	500	Nauru	674	Uruguay	598
Faroe Islands	298	Nepal	977	USA	1
Fiji	679	Netherlands	31	Vanuatu	678
Finland	358	Nevis	1869	Vatican City	39
France	33	New Caledonia	687	Venezuela	58
French Guiana	594	New Zealand	64	Vietnam	84
French Polynesia	689	Nicaragua	505	Virgin Isles (UK)	1809
Gabon	241	Niger	227	Virgin Isles (US)	1340
Gambia	220	Nigeria	234	Yemen Arab Republic	967
Germany	49	Nive Island	683	Zambia	260
Gibraltar	350	Norfolk Island	672	Zimbabwe	263
Greece	30	Norway	47		

Important. When using *International Dialling Codes* you must remove the leading *0* digit from your GSM mobile phone number and add a plus (+) symbol followed by the country code (e.g. to convert the Australian mobile phone number 0404818783, remove the leading *0* and add +61 to leave +61404818783).

9. Contacting MobileIT

To contact MobileIT regarding a WorkGroup.SMS technical issue, please call the Help Line on 61 2 8878 3236 (Australia only) or fax the help line on 61 2 9809 0555 or email info@mobileit.com.au

If you have a general or sales enquiry, you may contact MobileIT at this address:

Address: MobileIT Solutions Data Pty Ltd
Level 2, 55 Blaxland Rd,
Ryde
New South Wales 2112
Australia

Phone: +61 (0)2 8878 3223
Fax: +61 (0)2 9809 0555

Web: www.mobileit.com.au
E-Mail: info@mobileit.com.au

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